



June 15, 2022

To our valued industry partners:

Simpson Strong-Tie is committed to having products available when you need them. Unfortunately, market conditions and longer lead times continue to inflate costs associated with fulfilling this commitment. Raw materials, labor, and transportation are in short supply and those that are available, are rising in value. Due to these rising costs, we are announcing a price increase on several of our product groups.

WSWH Strong-Walls®, some fasteners, anchors, adhesives and threaded rod will experience a price increase effective August 15, 2022. Currently, prices for our connector products will remain unchanged. Please reference the attached price sheet for details.

If you have any questions, please feel free to contact your local Simpson Strong-Tie representative or branch. Your support is very much appreciated. Thank you for the opportunity to serve and earn your business.

Sincerely,

Roger J. Dankel
President, North American Sales
Simpson Strong-Tie



CONFIDENTIAL PRICING PROGRAM
EFFECTIVE DATE: October 18, 2021

This pricing supersedes all existing Programs regardless of the date or source.

CUSTOMER BASE:

We understand that your primary customer base is professional builders and contractors.

FREIGHT REQUIREMENT:

Orders meeting the prepaid minimum may be shipped LTL at no charge to your location or drop shipped within the Northeast and Southeast regions (excluding Mexico and the Caribbean). Orders direct shipped from our Northwest and Southwest regions will incur freight charges regardless of size. Direct shipments from Hawaii is not available. See our Wood Construction Connectors catalog for region map. All shipments less than the prepaid minimum will be F.O.B. Simpson. *RPS cementitious goods in bags or buckets are excluded from the prepaid freight program and are always F.O.B. Simpson.*

NON-STOCKING Z-MAX PRODUCTS:

Check with the McKinney Customer Service department for availability and pricing.

HOT DIP GALVANIZING AND POWDER COATING:

HDG is \$2.00 per pound (subject to change). All products to be HDG must be a minimum of 14 gauge steel. Powder Coating in black or gray is \$.50 (fifty cents) per pound (subject to change).

MARKETING GOALS:

You have made a substantial commitment to our marketing goals and we look forward to your continued support in the future. It is important that we continue to support each other and both are mutually satisfied. We look forward to periodically reviewing our relationship to identify areas for future enhancement.

Simpson Strong-Tie Co. Confidential

**CUSTOMER SERVICE POLICIES FOR
MCKINNEY / JACKSONVILLE / HIGH POINT / KANSAS CITY
HOUSTON / ATLANTA WAREHOUSES**

BACKORDER POLICY

When a backorder occurs on a prepaid shipment, you have the option of; "**HOLD AND SHIP COMPLETE**" or "**SHIP AND BACKORDER**". Backordered catalog items from a prepaid shipment will ship prepaid from your stocking warehouse when they arrive.

PRODUCT RETURNS POLICY

- Stock products may be returned within 90 days of purchase. Simpson is not responsible for freight costs associated with returning product. Any refused shipment will have freight charges deducted from the return credit.
- Product must be in 100% resalable condition and will require inspection by a Simpson representative prior to being returned.
- A Returned Goods Authorization (RGA) number must be issued prior to the product being returned.
- Returned Goods must be received within 14 days of RGA being issued.
- Stock products reviewed and received by Simpson in 30 days or less will receive 100% credit. Items received after 30 days will receive 75% credit.
- **Special orders CANNOT be returned.** All FX products with less than a six month shelf life from date of manufacture are considered **Special Orders**, and **CANNOT** be returned.

CONFIRMATIONS

Order confirmations are emailed or faxed at customer's request.

SHIPPING CUT-OFF TIME

Orders placed by 3:00 pm (warehouse time) will ship the same day.

(Even though we expect to be able to live up to this 99% of the time, this is a commitment rather than a guarantee.)

SHIPPING ERRORS

All claims for shortages, damages, etc., must be made **WITHIN 14 DAYS** and must be noted on signed receiving documents.

UPS charges \$16.00 per box for any incorrect address information; these charges may be charged back to the customer at the discretion of Simpson Strong-Tie.



REMITTANCE INFORMATION

ONLINE PAYMENT PORTAL

Our online payment portal with Union Bank makes it easy to find and pay your invoices quickly. The payment portal accepts ACH debit and credit cards; you access it here:

<https://secure.directbiller.com/pbills/payer/welcomeDirect.do?h=m11efzzfg5f>

Please Note: We do not accept debit or pre-paid cards for payment. There is a small transaction fee with credit card payments. There are no fees with ACH debit.

ACH/WIRE

We also accept ACH payment or wire transfers to our Wells Fargo Bank. Please email Julie Fernandez at jfernandez@strongtie.com for ACH/wiring instructions.

LOCK BOX INFORMATION

For First Class Mail only:

Simpson Strong-Tie Co Inc
PO Box 100046
Atlanta, GA 30348-0046

Overnight Mail or Special Courier Delivery:

Simpson Strong-Tie Co Inc
Lockbox #100046
3320 Holcomb Bridge Road Suite C
Norcross, GA 30092

The cutoff time for our Atlanta lockbox is 12 pm PT(2pm CT/3pm ET).