

Thank you for considering KOTT Inc. as your building supply partner for your new home project.

Our customer promise is "on time, in full", and we're committed to supporting your build with a clear process and reliable communication every step of the way.

This document will guide you through our process from quote sign off, to delivery and beyond.

Step 1 Review and sign your quotes	When you receive your quote from KOTT, review it thoroughly to make sure everything looks correct, and take note of the timelines stated. If you have any questions about your quote, please contact your Sales Rep as soon as possible. Otherwise, sign and return your quote and lumber price list to your Sales Rep. <i>Please note:</i> • Pricing is valid only for the products outlined in your quotes. • When you sign your lumber price list, you are locking in your pricing for products <i>delivered</i> before the expiry date negotiated with your Sales Rep. Products delivered after your lumber price list expires will be invoiced at the pricing in effect on the day of delivery, regardless of when they were ordered.
Step 2 Complete the credit card authorization form	We will provide you with a credit card authorization form to set up your account. For security purposes, our Credit Manager will contact you by phone to get the remaining digits of your credit card number once we receive your completed form.
Step 3 Provide deposits for Trusses and special-order items	Upon receipt of your completed credit card authorization form, you will be charged: • 50% deposit for trusses (remaining 50% will be charged to your card when your trusses go into production ~3 weeks prior to delivery) • 100% for any special-order products (there are no returns on these items – see page 3 for more information)
Step 4 Send us your final plans	Once you have your final plans back from your project Engineer, please send them to your Sales Rep - we require them to finalize your order for production. We require final plans at least 5 weeks before your truss delivery date. Make sure that you address any special notes on the layouts from our Design team prior to production. Any outstanding issues or questions will result in delays with production and delivery of your floors and trusses. <i>If you don't require Engineer-stamped plans and want to use the quoted version of the design, please indicate this to your Sales Rep.</i>

Thank you for choosing KOTT!

Step 5 Place your order for delivery	Schedule your Lumber Deliveries <i>At least 48 hours before you need your first lumber delivery, please schedule it with our Order Desk. You can reach the Order Desk Monday through Friday from 7:00 am to 4:00 pm by calling 613.838.2775 or by email: kottorderdesk@kottgroup.com.</i> • Please be specific about which load you need when ordering your loads or required lumber. • You may indicate whether you prefer the load to be delivered in the morning or the afternoon, and our Delivery team will do their best to meet those times (Note that we can't guarantee first loads). • Mondays and Fridays are normally busy at KOTT, so if you require lumber for those days, please order more than 48 hours in advance. • Please make sure you have someone on site to receive your delivery. If this is not possible, you must give our Order Desk or Delivery department clear instructions – in advance – of where to place the material on site. Schedule your Open Web Joist Deliveries, if applicable Please note that we require 5 days notice to have your Open Web Joists (OWJ) delivered to site, or 2 weeks notice for 16" deep Open Web Joists. Pick ups If you need to pick up material from our Yard, we require 24 hours' notice, and this must be scheduled with the Order Desk. You will be given a pick up time, and we will leave the material in a spot outside our gate, for you to load the material yourself into your vehicle or trailer. Payment for lumber loads When you place a lumber order with the Order Desk, your credit card will be charged for the load on the day you <i>order</i> (vs. the day it is delivered). Please ensure that when your lumber orders are placed (by you or others on your behalf), there are sufficient funds available on your credit card.
Step 6 Confirm your truss delivery date	Truss delivery timelines will be communicated to you on your quote. Approximately 2 weeks before the scheduled date, your KOTT Site Rep or Sales Rep will contact you to confirm your truss delivery date. On the day of delivery, please make sure there is sufficient room on site for the KOTT driver to make a safe and uninterrupted delivery. If you would like your roof load to be delivered on the same day as your trusses, you must coordinate this with the Order Desk.

What to Expect When You Work With KOTT

Other important notes	
Site issues	If you have issues with trusses getting damaged, quality issues, or need a repair detail, please contact our Site Technician, Gino Gallant, at 613.850.5957 or at ggallant@kottgroup.com (please Cc: your Sales Rep when emailing Gino). Gino will inspect the issue on site, will coordinate repair details, and will communicate anything required to fix the problem.
Site measures for trusses for an addition	If you require a site measurement for trusses for an addition, at the time of back filled foundation please contact our Site Technician to coordinate a date. (Gino Gallant, at 613.850.5957 or ggallant@kottgroup.com). Based on the site conditions at the time of measure, our Design team may require more time to design the trusses for production, and there may be additional costs from the original quote. Your Sales Rep or Site Rep will confirm the delivery date for your trusses once we have all the site measure information and the Design team has completed their work.
Returns and Exchanges	If you would like to return or exchange material, you must schedule this with the Order Desk, 613.838.2775 or kottorderdesk@kottgroup.com. Custom-designed and manufactured products, special order goods, Open Web Joists and drywall products are not returnable. We require a list of the material that is being returned, as well as a photo of the material stacked in an organized manner on top of crossers (in order for our Driver to strap and lift the material). Stock items in original condition returned for credit are subject to a 20% re-stocking charge, regardless of the lumber estimate provided by your Sales Rep (lumber takeoffs are estimates only). All returns must be made within 90 days of delivery. KOTT reserves the right to charge \$150 for each pick up.
Truss package review	Please advise your Sales Rep if you require your truss package to be reviewed by anyone else before it goes to production.
Lumber order date changes	You are responsible to take the order on the day you scheduled it. If you need to change the date of a lumber order you have already placed, please change it with the Order Desk the day before and not the day of the scheduled delivery. If you refuse delivery of your order, there will be an additional \$150 delivery fee charged to your credit card. We reserve the right to also charge you for the time required to put the material back in our Yard.
Backing loads	Backing is specific framing that KOTT doesn't have knowledge of when estimating from your plans (for example, your bulkheads). As such, our estimate does not include a backing load – please make sure that you account for backing when you budget for your lumber.