

## Metal Framing Order Cancellation & Modification Terms

Updated December 2016

### Stocking Items (A, B, C items)

Open lines on orders for stocked items may be modified or canceled prior to the line item on the order being released and scheduled for shipment.

### Made to Order Part Numbers (MTO, “M”, “D” items)

Open lines on orders for Made to Order (MTO) line items (also known as “M” make or “D” items) cannot be changed nor canceled after an order is placed.

\*Exceptions can be made with approval from demand planning if the product has not begun production.

### Non-stocking Part Numbers (“N” items)

Open lines on orders for Non-stocking (“N” items) cannot be changed nor canceled after an order is placed.

\*Exceptions can be made with approval from demand/distribution planning if the product is not available at the location the line is sourced on, and if product is not in route to the line’s source location.

### Other Information

- Part number/SKU classification “Class” for the A, B, C, D code is shown on all quotations. Customers are also able to inquire with their Atkore Customer Service Representative or their Agent for clarification on item classifications.
- Atkore reserves the right to update A, B, C, D (M/N) classifications periodically. Typically this is done semi-annually in October and April.
- Please refer to our return policy for any questions on returns and refunds.