

Primary Address: 3622 North 34<sup>th</sup> Ave. Phoenix, AZ 85017 602-455-9141 / 800-603-6887 Fax: 602-233-9182

www.copperstate.com

e-mail: info@copperstate.com

Remit to:
Dept# 880220
PO Box 29650
Phoenix, AZ 85038-9650
602-455-9141

Fax: 602-269-3142

# Copper State Bolt & Nut Co., Inc.

Ownership: Incorporated April 28, 1972 in Phoenix, AZ.

The company is privately held.

**Fed Tax ID#:** 86-0263470 **D&B #:** 05-790-6059

NAICS/SIC: 423710 (Distribution), 332722 (Mfg), SIC: 5072 CCR: Cage/Ncage # 057906059/0Z0Y2 (02/17/2018)

#### **Business classification:**

Copper State is a certified Women's Business Enterprise, certification # WBE1702190.



#### **Summary of operations:**

Since 1972, Copper State Bolt & Nut Co. has evolved in support of our customers. Founded with six employees in a 6,000-square foot warehouse, Copper State now supports more than 20,000 customers in more than 30 company facilities. With approximately 500 employees, we pride ourselves on outstanding customer service, value-added solutions, continuous improvement, and continued reinvestment in the growth of our business. In every one of our locations Copper State is proud to support the very smallest of customers, the very largest of customers, and everyone in between.

Copper State is a second-generation family, women-owned, business. We benefit from the founding principles that formed Copper State nearly 50 years ago, and their application today in a fast-paced, technology-rich, and service centric operation. Through our relentless efforts to support existing customers and introduce ourselves to new ones, we continue to enhance our business to meet emerging needs. With agility and flexibility, we capitalize on our entire team to integrate operations with those of our customers and suppliers creating true partnerships with each relationship.

Traditional fasteners still represent nearly half our business, and we also proudly offer quality construction products, industrial supplies, safety products, power tools & accessories, cutting tools & abrasives, kits & assortments, fluid sealing products, and of course specially manufactured products. In addition to our presence as a premier regional distributor in the western U.S., we service a national and international customer base through our Manufacturing & Assembly facilities in Phoenix. Our products and services support customers in the mining, construction, steel fabrication, energy production, transportation, heavy equipment, municipality, OEM/MRO, fluid sealing, and wholesale/retail industry sectors.

Through our growth, we aim to service more customers and provide great advancement opportunities for employees on our team. We are excited about the present and the future, and trust in our team of great people to continue offering outstanding products and services to our valued customers. We look forward to doing business together!

## **COMPANY LOCATIONS AND DETAILS**

Name/Location		Manager(s)	Open	Size	Ops
Company Contacts					
Company Founder &	Officers	Martin Calfee (Chairman & Founder)			
,		Sarah Shannon (Chief Exec. Officer)	Services Q		
		Brian Cates (Chief Operating Officer)	Sogistic MAZIBRATON O	NONTHAN ANATHON	MINNESOTA
		Gigi Calfee (VP Purchasing)	35500	MAONING BY	ETH USTA MISCONSIN MISCONSIN TO
		Carl Spackman (VP Finance)	<b>♀</b> #F/ADA	o anited S	tates sources
		Paul Tiffany (VP Manufacturing)	Sor by mosts  Sor ingressor  Son Jaco  Call Form 1 Lac 200	ECHOPAGO	KANSAS MISSORII KANTIKAY
		r dai i i i ariy (vi Manaractaning)	Des Qualitation On the State of	O NEW NEXTED	OKLAHOMA TENNESSEE OR ANGELS S
Sales Development	(602) 272-2384	Kevin Thomas (Regional VP)	CALL CARA	TOWN CHINAMAN AND AND AND AND AND AND AND AND AND A	TEANS ALOCH LEUISINS Jackson Leuisens
3602 N. 35 <sup>th</sup> Ave.	(800) 603-6887	Steve Turner (Dir. Strategic Accts)		CO2001.0	Sor Assayo Transportion
Phoenix, AZ 85017		Scott Springer (Dir. Renewable Energy)	SALV	SALA STREET STREET MEXICO	Market Parket Pa
		Jason Moon (Construction Sales Mgr)			
		Jodie Thinnes (Gov. Sales Dev. Mgr)			
Phoenix Campus		,	<u> </u>		
Phoenix Main	(603) 272 222	Mark Wulff (Regional VP)	1972 orig.	27,000 sf	Distribution,
3602 N. 35 <sup>th</sup> Ave.	(602) 272-2384 (800) 603-6887		* this facility	27,000 31	Warehouse, Sales,
Phoenix, AZ 85017	(-11) 110 000.	Javier Acosta (Inside Sales Manager)	opened in 1996		& Will Call
		Eric Seabaugh (Whse Ops Manager)	1330		
Annex / Annex 2	(602) 455-9141 eldon	Eric Seabaugh (Whse Ops Manager)	1997	23,154 sf	Warehouse,
3622 N 34 <sup>th</sup> Ave. / 3421 W. We		Kevin Smith (Warehouse Manager)			Kitting
Phoenix, AZ 85017					
Manufacturing	(602) 352-4815	Paul Tiffany (VP Manufacturing)	1979	35,500 sf	Production & Warehouse
3637 N. 34 <sup>th</sup> Ave. Phoenix, AZ 85017	(800) 528-4255	Mark Bray (Sales Manager)			vvarenouse
Piloellix, AZ 85017		Kris Clemmens (Quality Manager)			
Accounting	(602) 455-9141	Carl Spackman (VP Finance)	1997	27,000 sf	Distribution,
3622 N. 34 <sup>th</sup> Ave.	, ,	Brian Gossage (VP Accounting)			Warehouse, Accounting, IT, HR
Phoenix, AZ 85017		Danielle Tucker (Controller)			, ,
		Sam Tiffany (HR Manager)			
Arizona		, , , , , , , , , , , , , , , , , , ,			
Tucson Main	(520) 882-0611	. Leon Punt (Regional VP)	1975 orig.	18,000 sf	Distribution,
3162 N. Freeway Ind Loop	(800) 678-0283	Chris Long (Inside Sales Manager)	* this facility		Warehouse, Sales, & Will Call
Tucson, AZ 85705		Cirilo Loria (moide odies ividiager)	opened in 2009		& WIII Call
(800) 678-0283 Mesa	(480) 926-2566	Mark Wulff (Regional VP)	1985	7,600 sf	Sales, Will Call, &
923 E. Impala Ave.	( <del>1</del> 00) 320-2300	Scott Shasteen (Branch Manager)			Warehouse
Mesa, AZ 85204			105-	0.105	Cala May a n a
Broadway (Phoenix)	(602) 437-8677	Mark Wulff (Regional VP)	1987	8,400 sf	Sales, Will Call, & Warehouse & Tool
3831 E. Broadway Rd. Phoenix, AZ 85040	,	Luis Martinez (Will Call Manager)			Repair
Flagstaff	(928) 774-3237	Danny Singer (Satellite Manager)	1989	6,250 sf	Sales, Will Call, &
1841 E. Huntington Dr.		Doug Coffey (Branch Manager)			Warehouse
Flagstaff, AZ 86004					
Park (Tucson) 811 E. 47 <sup>th</sup> St. Tucson, AZ 85713	(520) 696-0270	Leon Punt (Regional VP)	<b>1990 orig.</b> * original	8,000 sf	Sales, Will Call, & Warehouse
		Nate Marques (Will Call Manager)	Tucson		
·	(222) = :-	Danny Singer :	facility 1995	4,000 sf	Sales, Will Call, &
Dall /Dhaaris/		LIJOOV NOOPE (Catallita Managar)	1000	1,000 31	Juica, vviii Call, Q
Bell (Phoenix) 17023 N. Black Canyon Hwy	(602) 548-1873	Danny Singer (Satellite Manager) Mike Hawkins (Will Call Manager)			Warehouse

Name/Location		Manager(s)	Open	Size	Ops
Arizona (continued)					
Nogales 1060 N. Mariposa Rd. Nogales, AZ 85621	(520) 281-4986	Leon Punt (Regional VP) Noe Nogueda (Branch Manager)	1996 orig.  * this location opened in 2008	6,000 sf	Sales, Will Call, & Warehouse
Yuma 2995 S. Shari Ave. Yuma, AZ 85365	(928) 317-8110	Leon Punt (Regional VP) Ramon Gill (Branch Manager)	1997	5,000 sf	Sales, Will Call, & Warehouse
Avondale 824 N. 99 <sup>th</sup> Ave. Avondale, AZ 85323	(623) 936-8551	Danny Singer (Satellite Manager)  Manny Mejia (Will Call Manager)	2011	4,900 sf	Sales, Will Call, & Warehouse
Heat Treating 720 W Illini St Phoenix, AZ 85041	(602) 268-1511	Paul Tiffany (VP Manufacturing)	2016	10,000 sf	Production
Chandler 436 North Austin Drive Chandler, AZ 85226	(480) 785-4530	Mark Wulff (Regional VP) Chris Slate (Branch Manager)	2018	14,600 sf	Distribution, Warehouse, Will Call, & Sales
California					
Los Angeles 211 W. 135th St. Los Angeles, CA 90061	(310) 327-7250	Kevin Thomas (Regional VP)  Jason Moon (Construction Sales Manager)  Adam Wallerstein (Branch Manager)	2017	24,000 sf	Distribution, Warehouse, Staging, & Sequencing
Colorado					
Commerce City 5851 East 56 <sup>th</sup> Avenue Commerce City, CO 80022	(303) 799-1804	Justin Fisher (Regional VP)  Jeff Parker (Sales Manager)  Nino Shorb (Branch Manager)	2008	20,046 sf	Distribution, Warehouse, Sales, & Will Call
Downtown (Denver) 2590 W. 2 <sup>nd</sup> Ave. Denver, CO 80219	(303) 371-5766	Justin Fisher (Regional VP) Ben Piserchio (Will Call Manager)	2015	11,200 sf	Sales, Will Call, & Warehouse
Colorado Springs 4910 Northpark Dr. Colorado Springs, CO 80918	(719) 598-7249	Justin Fisher (Regional VP) Robin Czerwinski (Will Call Manager)	2017	11,100 sf	Sales, Will Call, & Warehouse
lowa					
Des Moines 4651 NW Urbandale Drive Urbandale, IA 50322-7256		Justin Fisher (Regional VP)	2017	4,000 sf	Distribution, Warehouse, & Kitting
Montana			1000	E C00 -f	Calaa Mill Call
Missoula 343 Expressway Missoula, MT 59808	(406) 728-3010	Neil DeGroot (Regional Sales Manager) Cliff Stevens (Inside Sales Manager)	1986	5,600 sf	Sales, Will Call, & Warehouse
Bozeman 6550 Falcon Lane #1 Bozeman, MT 59718	(406) 556-9846	Neil DeGroot (Regional Sales Manager) Dale Schladetsch (Satellite Manager)	2001	5,174 sf	Sales, Will Call, & Warehouse
Great Falls 2304 River Dr. North Great Falls, MT 59401	(406) 604-4030	Neil DeGroot (Regional Sales Manager)	2014	4,150 sf	Sales, Will Call, & Warehouse
Nevada					
Las Vegas 5530 S. Valley View Blvd. Las Vegas, NV 89118	(702) 597-5309	Kevin Thomas (Regional VP)  Jackie D'Agostino (Branch Manager)	2006	10,350 sf	Distribution, Warehouse, Sales, & Will Call

Name/Location		Manager(s)	Open	Size	Ops
Nevada (continued)					
Reno / Sparks 911 Linda Way Sparks, NV 89431	(775) 331-3473	Kevin Thomas (Regional VP) Tom Potts (Branch Manager)	2014	10,000 sf	Distribution, Warehouse, Sales, & Will Call
New Mexico					
Albuquerque 8401 Washington St. NE Albuquerque, NM 87113	(505) 797-3100	Justin Fisher (Regional VP)  Josh Meyer (Branch Manager)	2005	16,500 sf	Distribution, Warehouse, Sales, & Will Call
Las Cruces 770 W Palms Las Cruces, NM 88007	(575) 526-9002	Leon Punt (Regional VP)  Josh Colson (Branch Manager)	2016	6,000 sf	Warehouse, Sales, & Will Call
Texas					
El Paso 11129 Pellicano Dr. El Paso, TX 79935	(915) 595-3111	Leon Punt (Regional VP) Ivan Mendiola (Branch Manager)	2003	9,900 sf	Distribution, Warehouse, Sales, & Will Call
Austin 4200 Burch Dr. Del Valle, TX 84104	(512) 557-9610	Mark Wulff (Regional VP)	2021	7,920 sf	Distribution, Warehouse, Sales
Utah					
Salt Lake City 2961 W. California Ave. Salt Lake City, UT 84104	(801) 972-1203	Kevin Thomas (Regional VP) Vince Ward (Branch Manager)	2018	11,500 sf	Distribution, Warehouse, Sales, & Will Call
Washington					
Spokane 290 N Altamont Spokane, WA 99202	(509) 532-6760	Bryan Wilkinson (Regional Sales Manager)	2018	11,250 sf	Distribution, Warehouse, Sales, & Will Call
Pasco 607B N Oregon Ave Pasco, WA 99301	(509) 545-8847	Bryan Wilkinson (Regional Sales Manager)	2017	7,500 sf	Distribution, Warehouse, Sales, & Will Call
Clarkston 719 5 <sup>th</sup> St. Clarkston, WA 99403	(509) 758-3997	Bryan Wilkinson (Regional Sales Manager)	2018	9,600 sf	Distribution, Warehouse, Sales, & Will Call

#### **SAFETY COMMITMENT**

Copper State Bolt & Nut Co. is determined to provide a safe working environment for its employees. All employees are required to adhere to policies contained herein and any employees not complying may be subject to disciplinary action up to and including termination.

#### **General Statements of Policy**

- Work safely in a manner to ensure one's own safety as well as that of coworkers and others.
- Provide fellow employees help with safety requirements.
- Request help when unsure about how to perform any task safely.
- Correct unsafe acts or conditions within the scope of the immediate work.
- Report any uncorrected unsafe acts or conditions to the appropriate supervisor.
- Report for work in good mental and physical condition to safely carry out assigned duties.
- Attend and participate in Company and industry sponsored safety programs.
- Use and maintain all safety devices provided.
- Keep all work areas clean and free of debris.
- Maintain and properly use all equipment and machinery under ones control.

#### **Employees**

- No employee shall be required or knowingly allowed to work in an unsafe environment, except for the
  purpose of making safety corrections, and then only after proper precautions have been taken for his or
  her protection.
- Each employee is responsible for learning and abiding by those rules and regulations which are applicable to his or her work, and for reporting observed or anticipated hazards to his or her immediate supervisor.

#### For More Information

Please contact Sam Tiffany at (602) 455-9141 to address our safety program in detail.





#### **QUALITY PROGRAM**

Copper State Bolt & Nut Co. prides itself in providing quality products to our customers. Our Manufacturing facility in Phoenix, AZ is certified to ISO 9001:2008 and houses an A2LA accredited laboratory. Our Albuquerque branch is an IESL approved supplier to Los Alamos National Laboratory, qualified under NQA-1 standards. Our branches and distribution centers all follow quality processes and procedures established to ensure our customers great products and services. We are confident that the quality of product, service, and support we offer is unmatched by our competition. As a distributor of products, we rely heavily on quality relationships with our suppliers, and as a manufacturer, we ensure that product is manufactured and tested according to applicable product specification.



Certified to







We welcome customers to review or audit our quality program and upon your request will provide copies of our Quality Manual. We certify as follows that quality of product and service is a fundamental priority for the Company and its management:

- Management Responsibility: A Quality Management Team regularly reviews the nature of our quality systems and processes, establishing goals and objectives, outlining training requirements, and ensuring that the system is adequate to the present needs of our customer base. This team reports its opinions and findings to the Company's Executive Management for appropriate action.
- Documentation and Quality Manuals: A documented Quality Manual is maintained throughout our distribution and production facilities, with applicable process control outlines, policies and procedures, and work instructions.
- Purchasing Process and Supplier Selection: Our relationship with our suppliers is among the most critical to our continued success. We evaluate these relationships regularly, considering factors such as quality, delivery, and supplier support.
- Audits and assessments: We have formal internal audit practices relating to the quality program and company financial practices. We have assessment practices relating to operations and safety. Critical suppliers may be audited as necessary given the nature of the product they supply or any changes in their quality deliverables.
- Lot control and traceability: We maintain complete traceability on raw materials used in our production facility, and for those structural and other products requiring certifications and lot control. Lot and control numbers for graded threaded fasteners covered under the Fastener Quality Act are recorded and identified on the product label.
- Non-conforming products: Non-conforming product, work-in-process, and product not yet tested, is identified as quarantine/hold within our facilities. This process applies within our production facilities and within our distribution centers/branch locations.
- Corrective and Preventive Action: The Company reviews incidents of product or process failure with an aim to repair the immediate problem and prevent similar instances of the problem in the future.
- Training and Development: Critical positions and functions within the quality program undergo regular training and evaluation to ensure that personnel are capable of program functions.
- **General:** Additional processes, functions, and systems are in place throughout our operations ensuring quality product, on-time delivery, and accurate order processing. In many cases the company's internal business systems are catered to operational practices, ensuring process adherence and documentation.



#### SUSTAINABILITY, REGULATORY, AND OTHER ENVIRONMENTAL STANDARDS

Copper State Bolt & Nut Co. supports the ongoing efforts towards environmentally conscious operations, facilities, and practices. The company attempts to utilize "green" materials or processes where practical within our operation and that we adopt practices within all of our facilities aimed at minimizing our impact on the environment. We recognize environmental sustainability as a responsibility we have as an organization to our employees, to our community, to future generations, and to our financial stability.

We have structured our program along the criteria of LEED certification. This enables us to capture the LEED credits that may be applied to our own existing sites or new facilities, but also to assist our customers and suppliers that may also be seeking LEED oriented partners. The program is thus aimed at addressing opportunities in the following areas of our operation:

- Sustainable Sites & Transportation Solutions
- Water Efficiency
- Energy & Atmosphere
- Materials & Resources
- Indoor Environmental Quality
- Innovation in operations

Our program is dynamic and ever-changing, adapting to new ideas, new solutions, and customer/supplier requirements. Throughout our entire organization we continue to search for ways to improve operational efficiency and environmental sustainability. We welcome customer and supplier contributions towards our program, and will continue to work within our entire community to ensure stable and sustainable operations.

Copper State Bolt & Nut Co. has received many requests from customers requiring information and compliance to various regulatory and environmental standards. Copper State Bolt & Nut Co. products are manufactured or purchased according to applicable commercial or other customer specific standards, and our ability to meet the requirements of various directives is based on the nature of the material, the manufacturers of the product, and our overall relationship throughout our global supply-chain.

On our website, at https://www.copperstate.com/reference-materials/ you can find information regarding

- EICC Conflict Free Materials Conformance
- EICC Conflict Free Materials Reporting Template
- Environmental Conformance letter
- REACH Conformance letter

Neither Copper State Bolt & Nut Co. nor its suppliers are prepared to certify compliance to any environmental standards unless product is purchased specifically to meet these requirements. We will continue to remain responsive to customer or legal requirements and ensure that our business practices support those needs.

#### **CUSTOMER REFERENCES**

Copper State Bolt & Nut Co. is proud of its support of customers throughout North America in various industries and with varying service levels. The list of customers below represents the wide range of customers, projects, and products that we support. We encourage you to contact these customers in verifying our ability to support your business.

#### Freeport McMoRan Copper & Gold

Support of 11 mine properties in 4 states with over 8,500 items managed via a binstock (VMI) program. Copper State employees are onsite at an FMI property 20-25 man-days per week and provide service to more than 300 different using areas onsite.

#### **Schuff Steel**

Product support of huge construction projects including stadiums, hotels & casinos, hospitals, large commercial facilities, and other industrial facilities. The product supplied is typically structural fasteners which include quality management systems, product traceability, and order staging/sequencing.

## Array Technologies, Omco Solar, First Solar, Unirac, Juwi Solar, and other Solar entities

Supporting utility scale solar installation projects including product sequencing, OEM product support for manufacturing, truckload-size kits, on- and off-site testing, custom labeling, and overall project integration.

#### Assa Abloy

Vendor managed inventory program of hardware kits and raw products to support production in a lean manufacturing environment with high-inventory turns.

#### **FLSmidth**

U.S. wide contract support of fasteners for mining and cement equipment manufacturer. Includes support of production and customer service operations with support in North/South America.

## Municipal contracts & Quasi-municipal contracts, in every city and state where we operate

We support federal, state, county, city, and local entities in every market we serve. We additionally provide maintenance and repair operations support of city government operations, local electrical and gas producers, local, state and federal transportation operations, and other community support operations.

## Burlington Northern (BNSF) and Union Pacific (UP) Railroads

We are now the authorized manufacturer of "frog-bolts" and "diamond-bolts", for application in all rail junctions throughout the U.S. The products manufactured in our Phoenix, AZ facility are distributed throughout rail maintenance operations, and are provided as part of any new rail junction installations.

#### **OEM Heavy Equipment Companies**

Our manufacturing facility provides critical-care and specialty large-diameter product to various fastener distributors specifically to support OEM companies, including ball mill manufacturers, truck/tractor manufacturers, oil rigs, and other such equipment. We work directly with the quality and engineering representatives of the OEM and sell the product through distribution sources at customer request.

#### **Los Alamos National Laboratory**

Our Albuquerque operation is an IESL provider for fasteners and related items to support the entire laboratory complex, including nuclear quality levels 1-4. The LANL systems are integrated with Copper State through a website punch-out system for simplified order entry by the LANL purchasing representatives.

#### LIMITED FINANCIAL INFORMATION

Copper State Bolt & Nut Co. is a privately held company, and as such, does not regularly disclose financial details. Copper State prepares audited financial statements through its CPA firm, Eide Bailly LLP, each year following the close of the fiscal year. For the purposes of evaluating Copper State, we offer the following:

Fiscal Year Ending (reported in \$ millions)	Sales	Inventory	<b>Facilities</b>
12/31/2020	\$122.9	\$25.9	35
12/31/2019	\$145.3	\$25.1	37
12/31/2018	\$120.6	\$22.0	37
12/31/2017	\$100.4	\$20.1	35
4/30/2017	\$92.3	\$18.1	32
4/30/2016	\$104.2	\$17.6	27
4/30/2015	\$89.4	\$14.4	22
4/30/2014	\$86.4	\$15.2	21
4/30/2013	\$86.5	\$15.2	20
4/30/2012	\$83.9	\$14.4	20
4/30/2011	\$66.6	\$11.5	20

#### **DISCLOSURES AND REPRESENTATIONS**

We certify that the following is true regarding our officers and directors:

- None have been involved in a bankruptcy in the past 30 years
- None have been involved in or are presently involved in any litigation as the result of service, support or quality of our products
- None have failed to successfully complete a project or provide products to our customers as outlined in the customer's purchase order
- We are independently owned and operated, and are not affiliated with any other corporation or entity.
   Our officers and directors are not substantial partners or owners in any related companies or competing/conflicting interests.
- The owner, officers, and directors of Copper State Bolt & Nut Co. are all U.S. citizens

We certify that the following is true regarding the Company:

- We complete and file Standard Form 100, "Equal Employment Opportunity Employer Information Report EEO-1".
- We comply with affirmative action compliance programs and regulations specified by the Secretary of Labor in 41 CFR 60-2.
- We comply with Section 401 of the Vietnam Era Veterans Readjustment Assistance Act of 1974 (Public Law 93-508, 38 U.S.C. 4212) and appropriate regulations.
- We comply with Executive Order (EO) 12608 (amending EO 11758, Authority Under Rehabilitation Act of 1973), regarding employment of qualified disabled persons (reference Section 503 of the Rehabilitation Act, 41 CFR Part 60-741).
- Copper State Bolt & Nut Co. does not have a union affiliation
- We are not presently debarred, suspended, proposed for debarment or declared ineligible for the award of contracts by any Federal agency as stated in FAR 42.209-6 or by the Environmental Protection Agency (EPA).
- We have not ever been paid to nor will we ever accept payment to influence certain Government officials to award a Federal contract or to modify a Federal contract.

#### PRODUCT RETURN POLICY AND PRODUCT WARRANTY

As indicated in the Copper State Bolt & Nut Co. Product Catalog (copyright), as posted on the Company's website, and as indicated on copies of invoices, confirmations, quotations and packing slips, customer returns of product may only be made through express consent of Copper State Bolt & Nut Co. The information provided below is aimed to help Copper State employees and customers understand the return practices of Copper State under various circumstances. Specifically, this is aimed at distinguishing between the return practices for non-conforming or defective product as compared to returns by customers for overstock product, incorrectly ordered or shipped product, or other returns that are not based on product non-conformance.

#### Copper State Bolt & Nut Co.'s Responsibility for Merchandise and Warranties

It is the policy of Copper State Bolt & Nut Co. to offer only the highest quality products supplied by established and approved vendors. We assume no liability beyond replacing defective merchandise and refunding the purchase price, providing a claim is processed within a reasonable amount of time. We will not allow claims for consequential damage, transportation charges or for labor or other expenses incurred in removing defective products or installing replacement material. Any product manufactured by Copper State is manufactured per applicable specifications and tested per those specifications in accredited laboratories.

We hereby disclaim all warranties of fitness, fitness for purpose, and/or merchantability, express or implied, other than the limited return and replacement right set forth above and any warranties which the manufacturer may supply.

#### Copper State's Responsibility for return of non-defective and/or conforming product

Copper State Bolt & Nut Co. is committed to outstanding customer service, and to that extent, wishes to reasonably honor the requests of customers to return product for credit or replacement. To the extent that Copper State has erroneously shipped material or quantities to customers, a return will be authorized, such that the customer notifies Copper State within a reasonable period of time (typically within 30 days). In these cases, Copper State will act as quickly as possible to provide the customer with the correct items or quantities.

To the extent that the customer has ordered the incorrect items, excess quantity, or for other reasons wishes to return product to Copper State, a return may be authorized. Management's decision to allow such returns must be based on factors such as;

- a) ability to resell the items to other customers,
- b) ability to return the items to suppliers,
- c) condition of the product, including packaging, labeling, traceability, etc.,
- d) quantity of the product,
- e) other factors as determined by management.

In most cases, requests for returns will be denied when the following types of conditions exist;

- a) period of time since shipment exceeds 30 days,
- b) quantity of product returned is non-stocking or in excess of a one-month supply,
- c) other factors as determined by management.

In all cases, Copper State Bolt & Nut Co. will make every attempt to offer outstanding service and support to its customers, to the extent that requests made by customers are reasonable and justifiable.

## REFERENCES, BANK, AND INSURANCE INFORMATION

### **Trade References**

Smith Pipe & Steel Champion Cutting Tool PHD Manufacturing File 57401 P.O. Box 368 P.O. Box 44047

Los Angeles, CA 90074-7401Rockville Centre, NY 11571Detroit, MI 48244-0047Phone: 602-257-9494Phone: 888-597-2135Phone: 800-321-2736Fax: 602-452-2282Fax: 516-536-8186Fax: 330-482-2763

# Bank Information Insurance Information (Broker contact)

J.P. Morgan Chase Bank Farmer Woods Leavitt

Credit Inquiries 919 N. 1<sup>st</sup> St.

Phoenix, AZ 85004

Phone: 602-264-0566

<sup>\*</sup> If you require a copy of an insurance certificate, please call (602) 455-9141 or fax your request to (602) 269-3142. Thank you.