

BUFFERS USA INC 
"The Intermodal Hardware Specialists"

December 2009

Dear Customer:

On behalf of our valued employees, I want to thank you for choosing Buffers USA, Inc.

Our mission at Buffers USA, Inc. is to provide our customers with the very best products and service. This has been the focus since our inception in Stockholm, Sweden in 1953. Through many years of growth, expansion to the United States in 1989 and supplying the international market, Buffers USA, Inc. is committed to your intermodal hardware needs.

Allow us to show you why we are "*The Intermodal Hardware Specialists*".

Thank you for your business,

John Hove

President / CEO



Terms and Conditions of Sale

Delivery Terms:

Delivery of goods shall be FCA (Free Carrier = loaded by BUI) from Buffers USA, Inc. facilities in Jacksonville, Florida; Los Angeles, California; or Detroit, Michigan.

Payment Terms:

For buyers with a prearranged credit account established, payment terms are **Net 30 Days**. If an account becomes past due, Buffers USA, Inc. will hold future orders until payment is received to bring the account balance current.

Return Policy:

Any parts returned to Buffers USA, Inc. must be preauthorized on a completed and signed **Returned Goods Authorization (RGA)** form. All items being returned must be undamaged and sent to Buffers USA, Inc., freight prepaid, with the RGA# listed on the Bill of Lading and on all packaging. Buffers USA, Inc. reserves the right to charge a 15% restocking fee plus any additional costs incurred due to, for example, damage or corrosion.

Shortages:

Any claims of shortage must be submitted in writing to Buffers USA, Inc. within 10 days of receiving the shipment.

Price Changes:

All posted prices are firm for existing inventory at the date of the most current pricelist. However, Buffers USA, Inc. reserves the right to increase prices without prior notice.

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