

# FORTINA™

Installation Guide

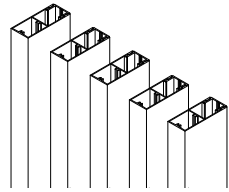
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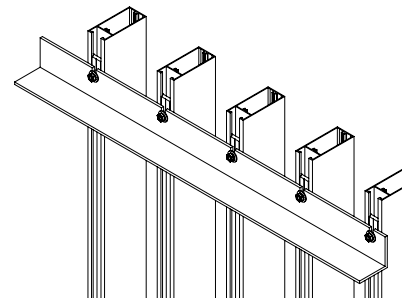
## Interior Applications

### Vertical On Wall

**Direct Attachment** with interlocking batten and back rail. Screw back rails at desired locations vertically to the wall and lock batten into it. It is recommended that you secure the back rail with small screw on side at top and bottom.

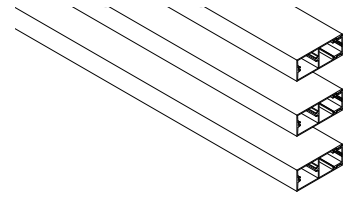


**Stringer Mounted** battens attach horizontally to stringers, which are attached to the wall structure with L-brackets, Unistrut, L-angles or similar. Stringers will be pre-notched to create the desired Batten spacing. Battens are secured to the stringers with special Fortina clips.

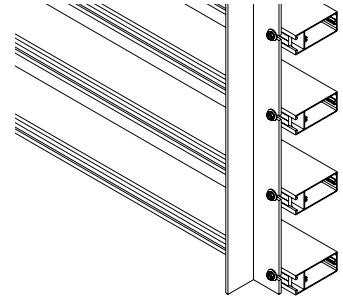


### Horizontal On Wall

**Direct Attachment** with interlocking batten and back rail. Screw back rails at desired locations horizontally into the wall and lock Batten into it. It is recommended that you secure the back rail with small screw on side at top and bottom.

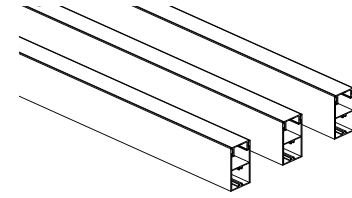


**Stringer Mounted** battens attach vertically to stringers, which are attached to the wall structure with L-brackets, Unistrut, L-angles or similar. Stringers will be pre-notched to create the desired Batten spacing. Battens are secured to the stringers with special Fortina clips.

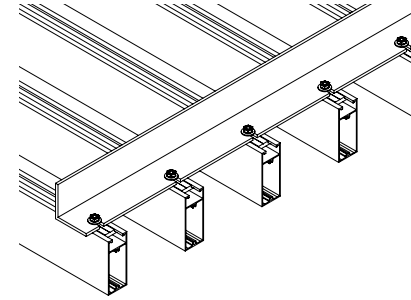


### Ceiling

**Direct Attachment** with interlocking Batten and back rail. Screw back rails at desired locations into the ceiling and lock Batten into it. It is recommended that you secure the back rail with small screw on side at each end.

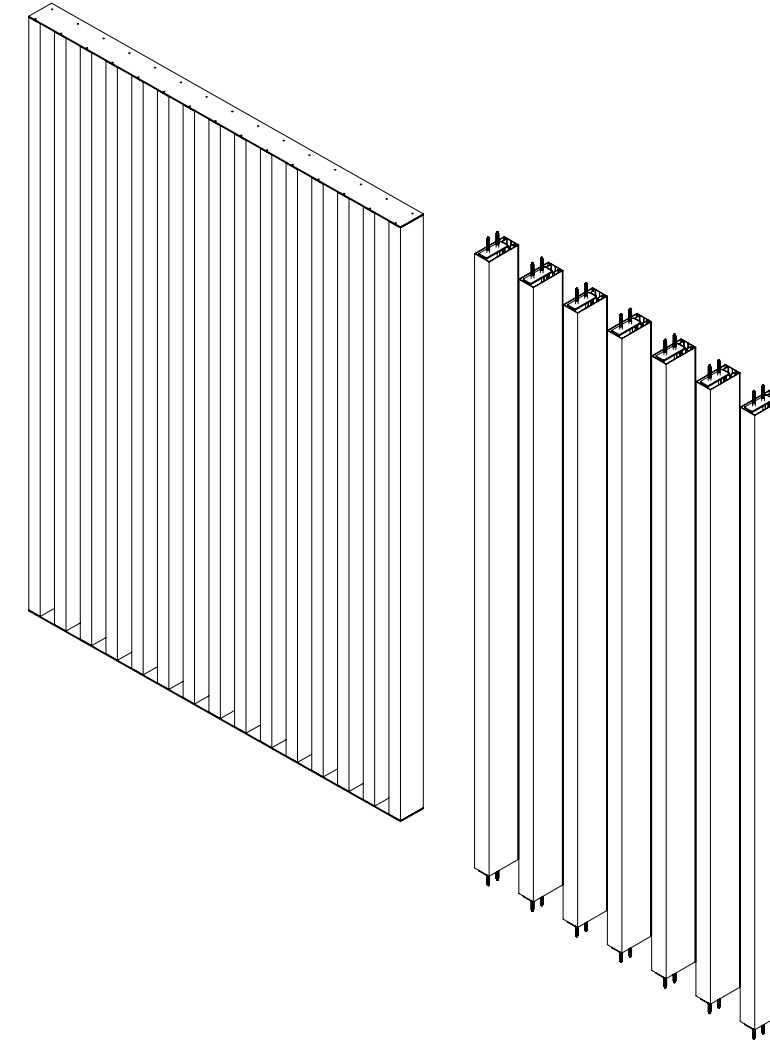


**Stringer Mounted** battens attach horizontally to stringers, which are supported from the ceiling structure with rods, Unistrut or L-brackets. Stringers will be pre-notched to create the desired batten spacing. Battens are secured to the stringers with special Fortina clips.



### Floor-to-Ceiling

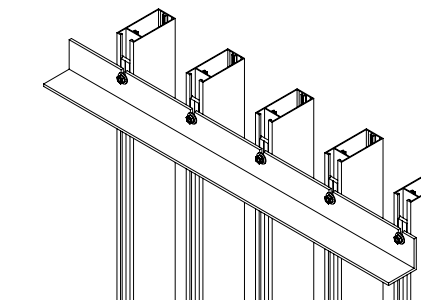
**Floor-to-Ceiling** battens use end plates to support vertically oriented arrays of decorative aluminum battens, creating continuous floor-to-ceiling screens. This solution is ideal for tight clearance conditions, such as in front of glazing, where access to the back of the batten is limited. Battens are individually secured at the floor and ceiling with attachment brackets.



## Exterior Applications

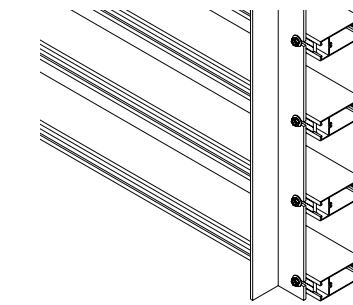
### Vertical On Wall

**Stringer Mounted** battens attach horizontally to the wall structure with L-brackets, Unistrut, L-angles or similar. Stringers will be pre-notched to create the desired Batten spacing. Battens are secured to the stringers with special Fortina clips.



### Horizontal On Wall

**Stringer Mounted** battens attach vertically to the wall structure with L-brackets, Unistrut, L-angles or similar. Stringers will be pre-notched to create the desired Batten spacing. Battens are secured to the stringers with special Fortina clips.



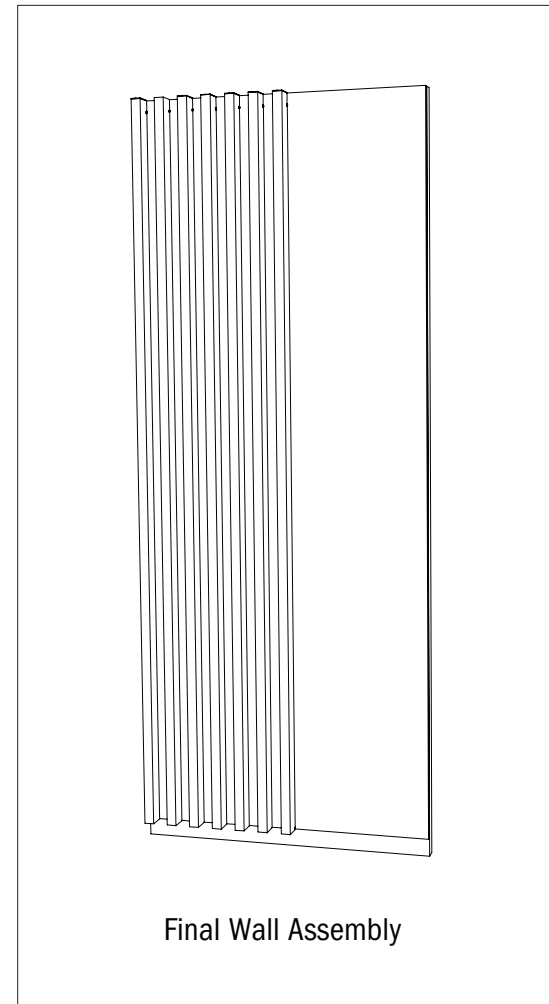
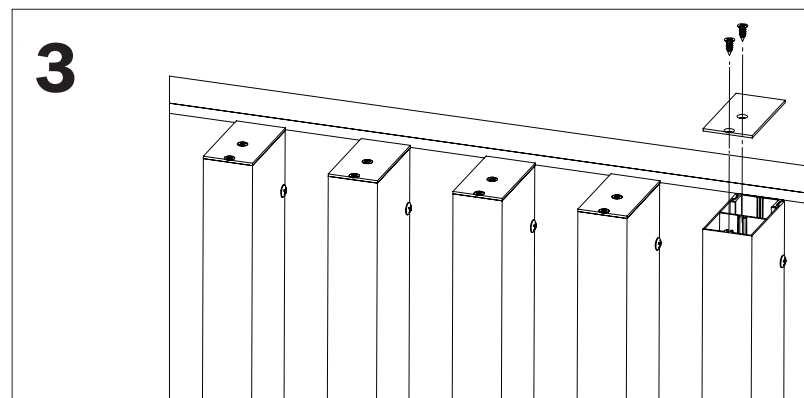
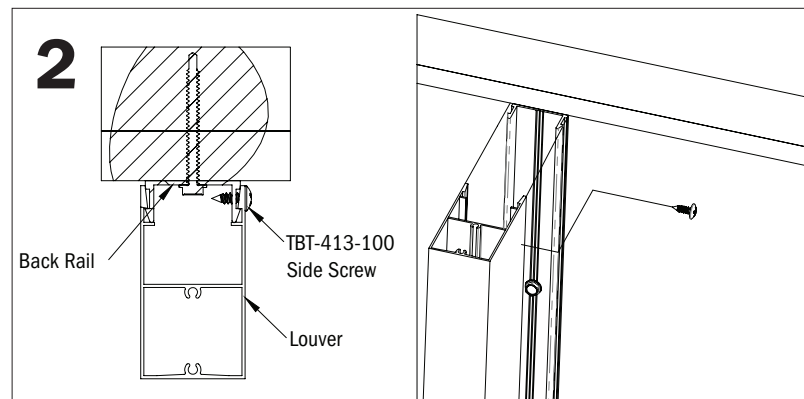
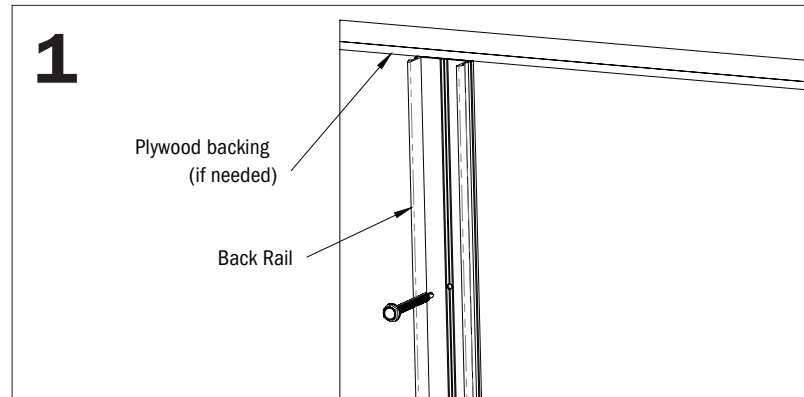
INSTALLATION INSTRUCTIONS

## Fortina Battens > Wall and Ceiling > Direct Attachment > Interior/Exterior

STEP 1: Screw the back rail to the wall using appropriate mounting hardware. Screws should be located every 24" o.c. (Drill pilot holes as necessary).

STEP 2: Snap the louver onto the back rail and screw at least one side screw through the louver and back rail to prevent sliding (depending on spacing only one side of the louver may be accessible).

STEP 3: Attach the end caps and repeat previous steps to progressively install the wall.



INSTALLATION INSTRUCTIONS

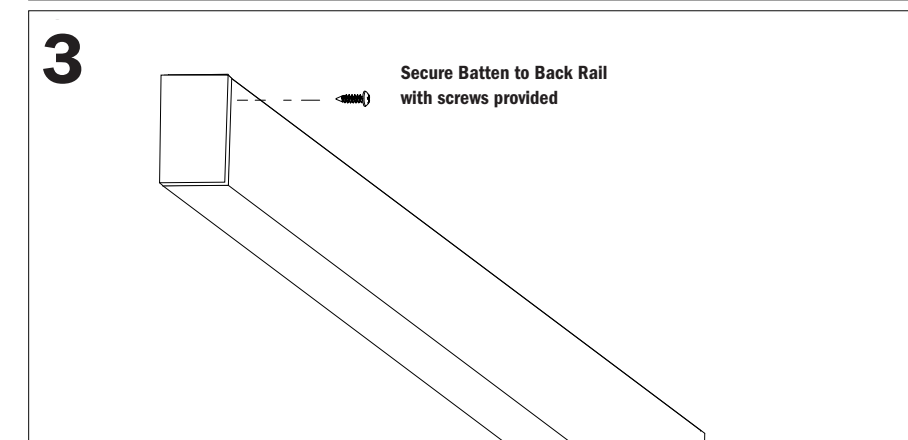
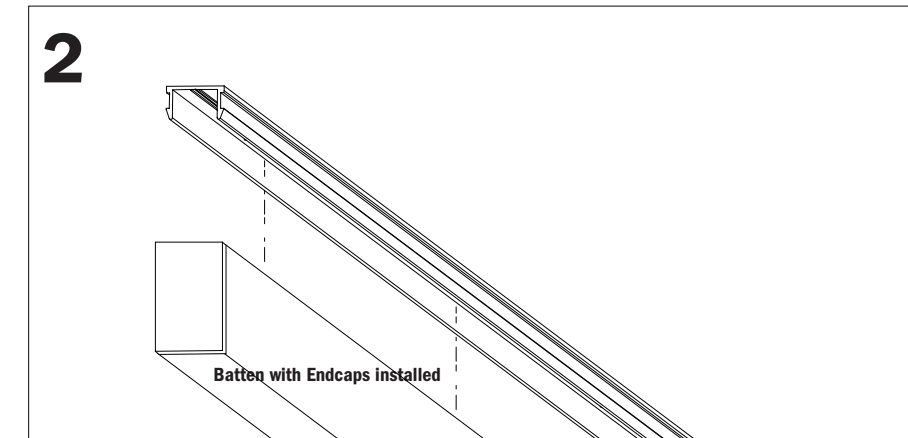
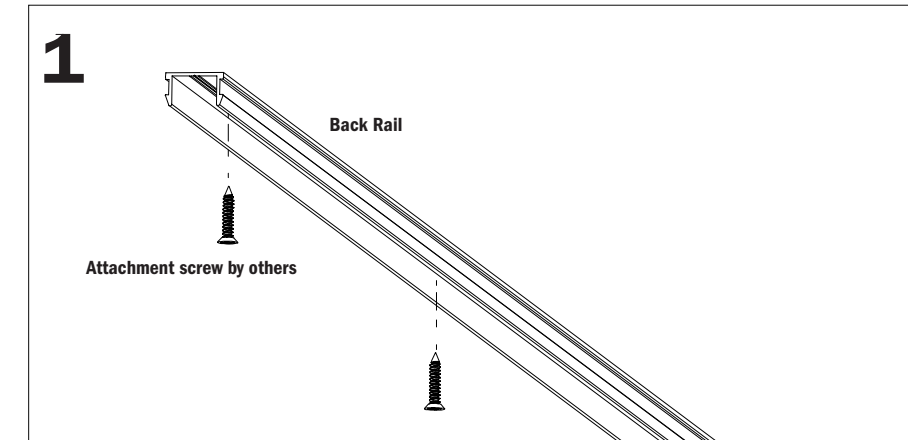
## Fortina Battens > Ceiling and Soffit

STEP 1: Attaching the Back Rail: Measure and mark the position of your Battens on the ceiling. Mark and drill pilot holes in the Back Rail in a diameter smaller than the screw you are using. Attach to ceiling at pre-marked locations.

Attach Endcaps to the Battens with screws provided, as shown on the next page, before installing the Battens.

STEP 2: Install the Batten by snapping into the Back Rail.

STEP 3: Secure the Batten to the Back Rail with a screw through the side.



## INSTALLATION INSTRUCTIONS

# Fortina Battens > Wall and Ceiling > Direct Attachment > Exterior High Velocity Hurricane Zone (HVHZ) TLKS-5050 only

**GENERAL SCOPE:** With proper installation, Fortina direct-attached battens can be mounted on exterior walls in high-wind areas, including Florida's High Velocity Hurricane Zone (HVHZ).

**PROVIDED:** Fortina TLKS-5050 Battens with Exterior Film Fortina CLKU-50 Anodized Back Rails for direct attachment. #8 (4mm) side screws

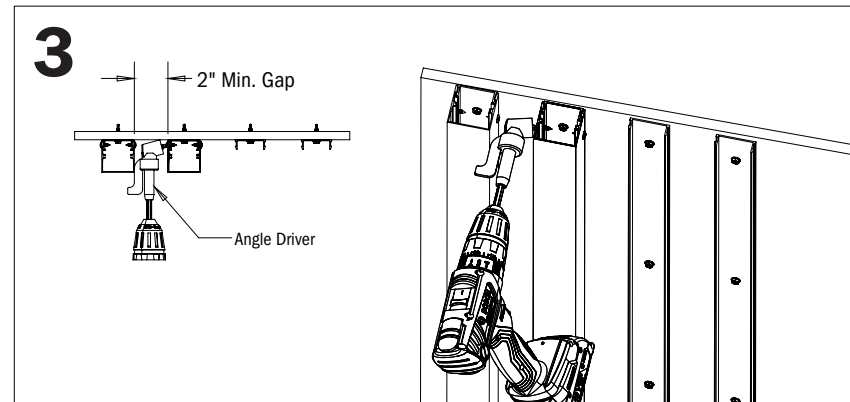
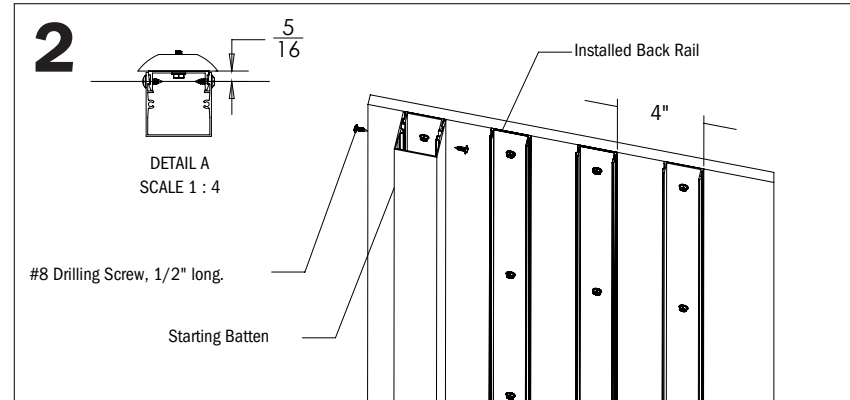
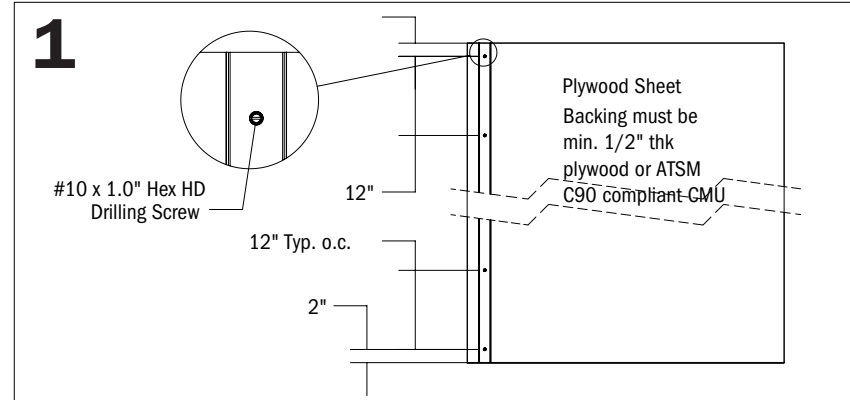
**NOT PROVIDED:** #10 Screws to attach back rail to wall. 1/2" min. Plywood sheet for blocking.

**TOOLS NEEDED:** Drill Phillips head tight clearance drill bit Angle driver designed to operate with 2" clearance.

**STEP 1:** Screw the back rail to the installed plywood using the #10 screws with the first screw no more than 2" from the top edge, and subsequent screws spaced 12" apart or less. The bottom screw should be no more than 2" from the bottom edge of the back rail. Subsequent back rails should be spaced at 4" o.c. to allow at least 2" of clearance between battens.

**STEP 2:** Snap the starting batten onto the first back rail and screw #8 screws through the batten and rail on both sides 2" from the top and bottom of the batten (total of 4 screws per batten, see detail).

**STEP 3:** Snap the next batten on to the second back rail. Use the angle driver as shown to screw the inside face of the batten to the back rail. Continue installing the direct-attached battens using the angle driver as needed for tight spaces.

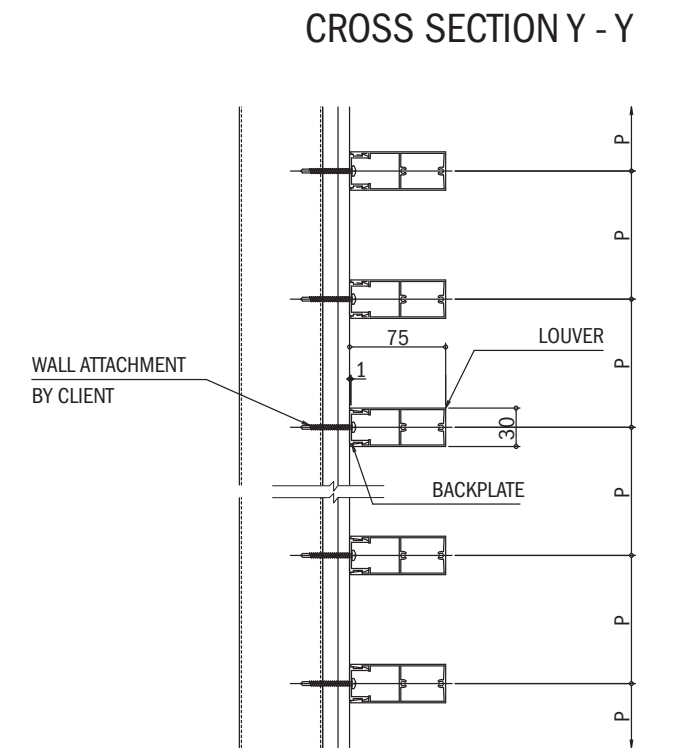
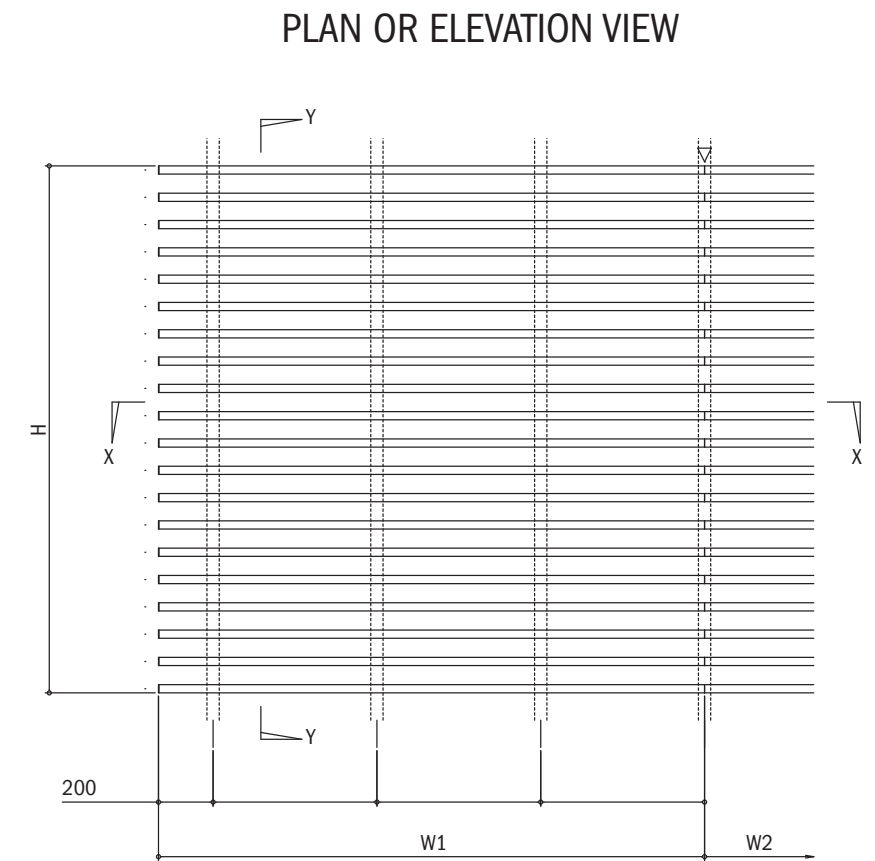
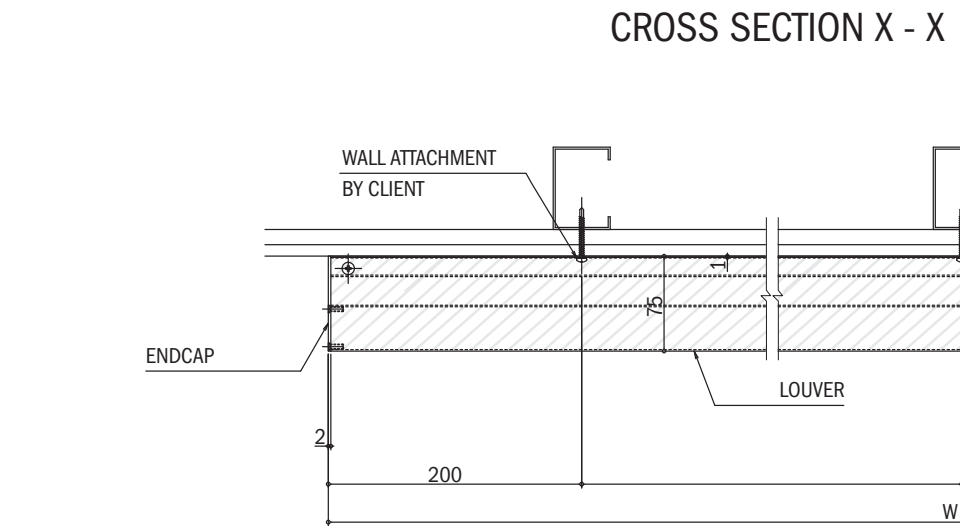
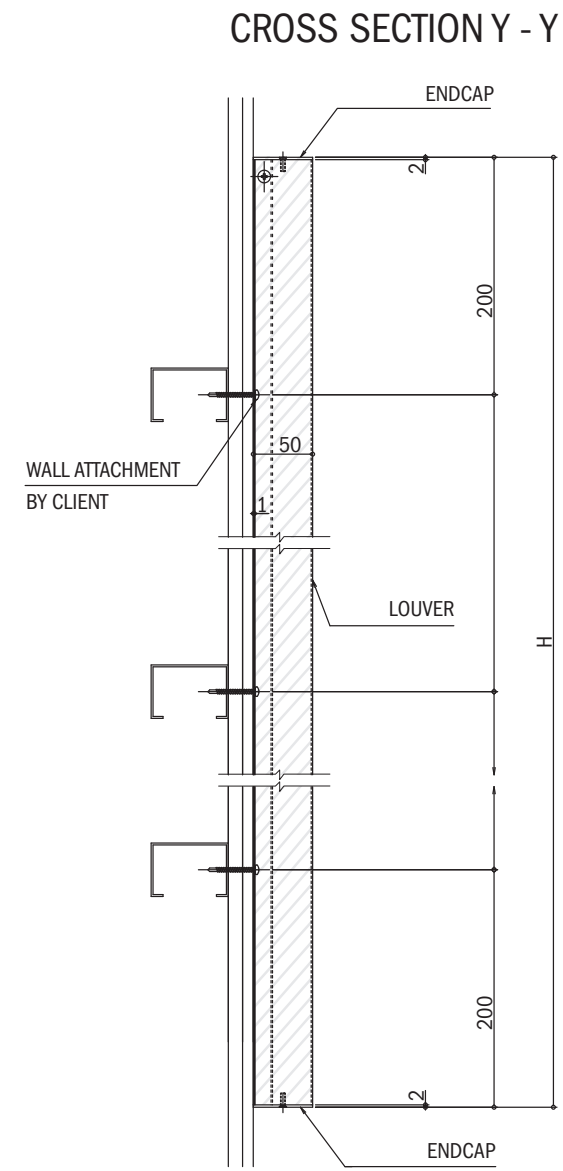
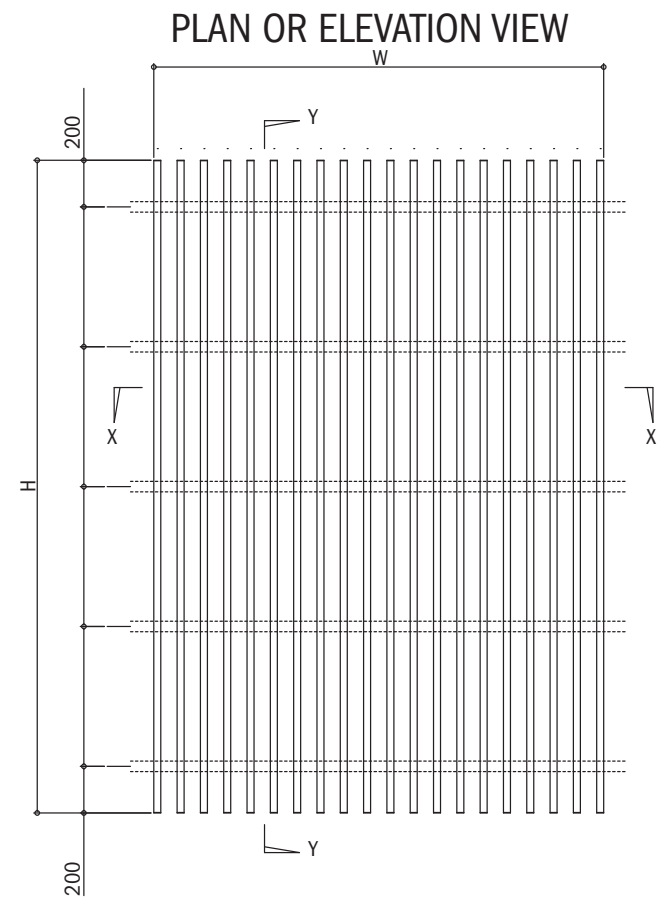
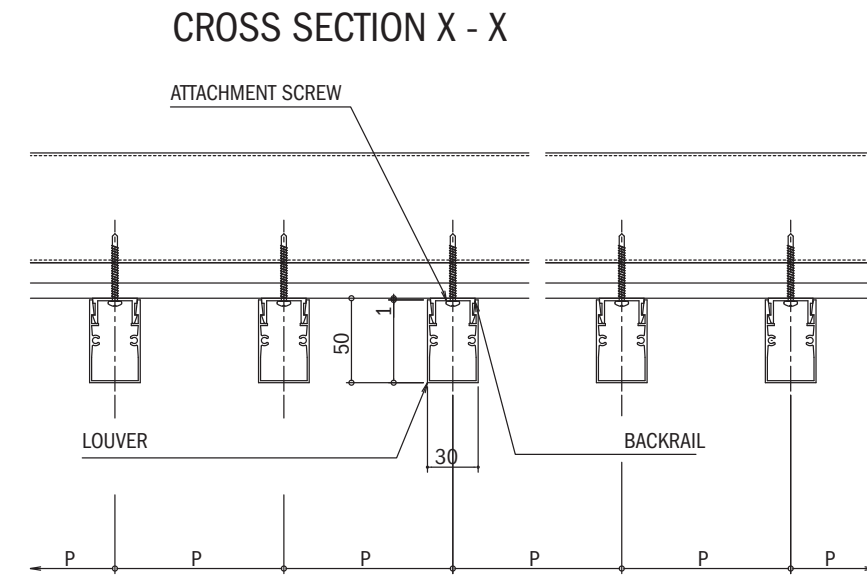


Example: EazyPower angle driver.



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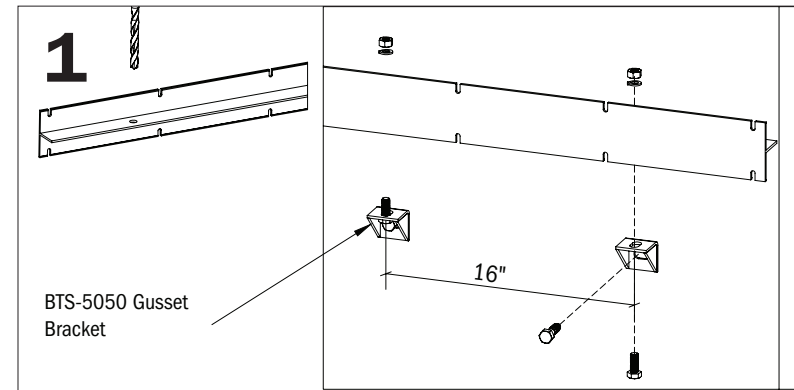
# Interior Wall And Ceiling Direct Applications > Installation Examples



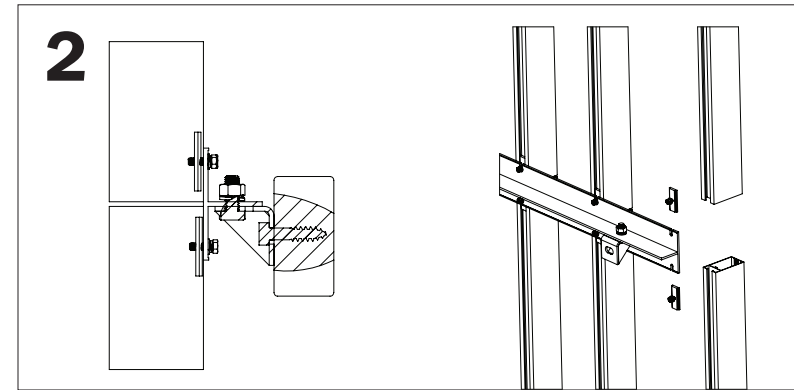
INSTALLATION INSTRUCTIONS

Fortina Battens > Wall > Stringer Mounted > Interior/Exterior

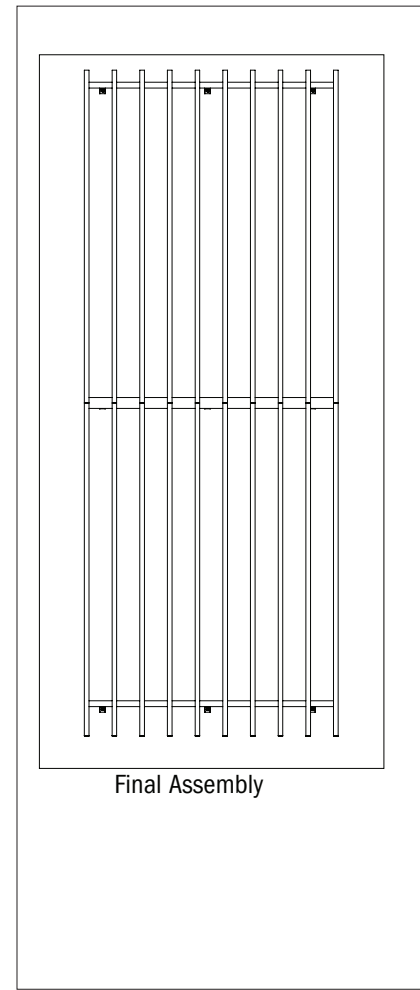
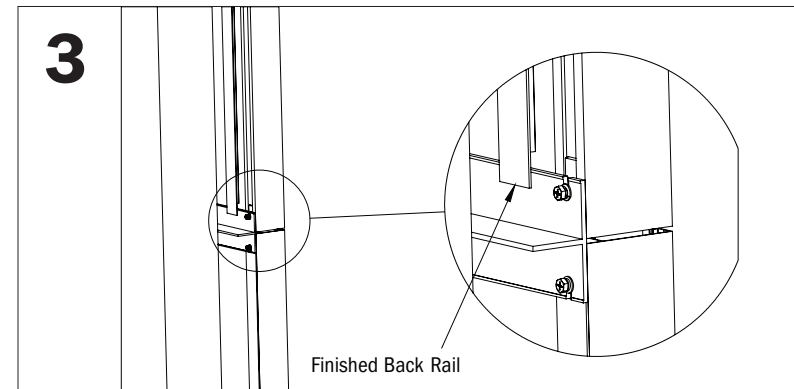
**STEP 1:** Locate the BTS-5050 Gusset brackets at 16" on center along the stringer length. Drill clearance holes in the stringer for Ø1/2" bolts to mount to the BTS-5050 Gusset Brackets. Secure the brackets to the wall using anchor hardware appropriate to the wall material (Brackets fit Ø1/2" bolt maximum). Repeat process until all required stringer support has been installed on walls according to elevations.



**STEP 2:** Install the louvers by positioning them at the correct height and spacing as dictated by the pre-notched stringers. Slot the BTP clip into the open channel at the back of the louver, and seat it into the notch in the louver. Fully tightening the bolt on the T-Nut will engage the thread locking compound.

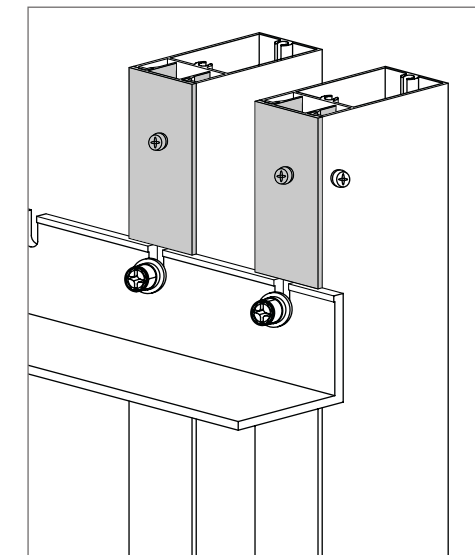
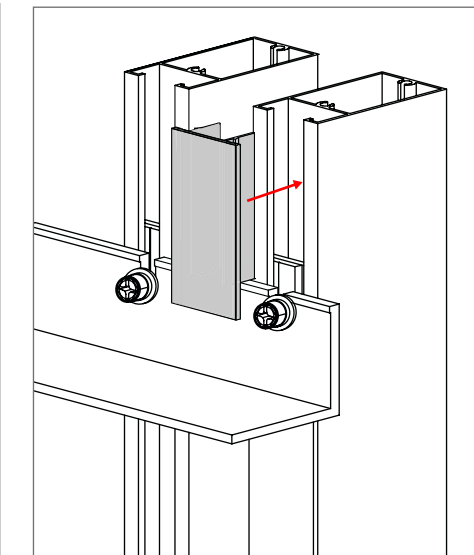
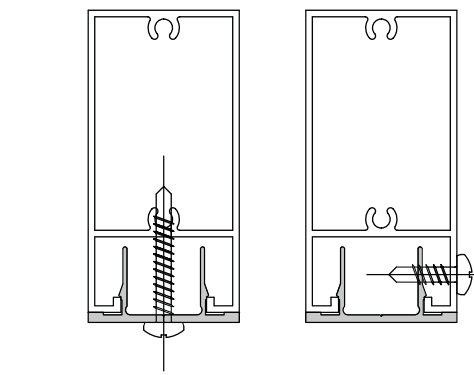
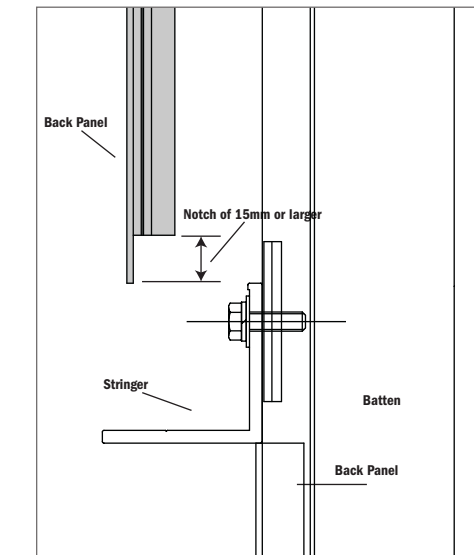


**STEP 3:** Finish the installation by snapping or screwing on end caps and pressing back rails into the open back channel if the back side of the louver is visible. The back rail mounting flanges may need to be trimmed to avoid the BTP Clips.



INSTALLATION INSTRUCTIONS

Fortina Battens > Wall > Stringer Mounted > Interior/Exterior



Follow instructions mounting Battens to Stringers.

Cut a 15 mm or larger notch at Back Rail to clear installed BTP clip.

Secure Back Rails to Battens with screws through back or sides, as shown at left.

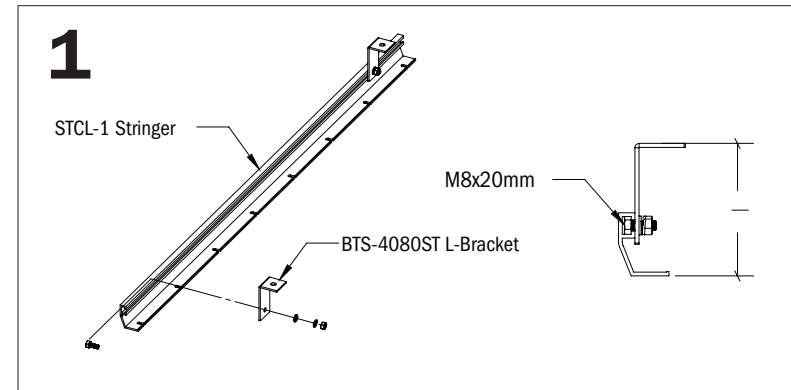
Attach Endcaps to the Battens with screws provided, as shown on the next page.



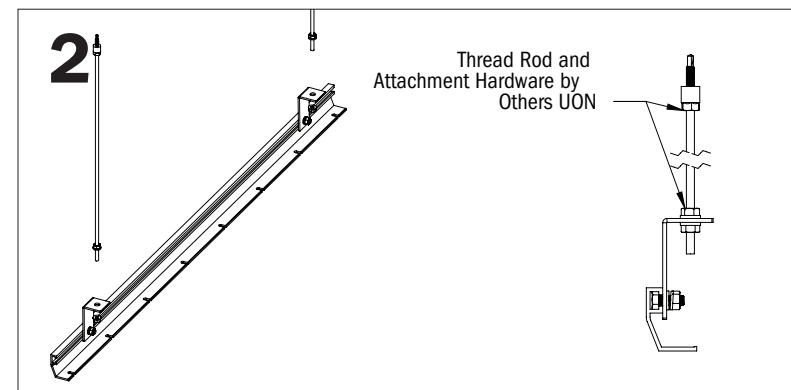
INSTALLATION INSTRUCTIONS

# Fortina Battens > Ceiling > Stringer Mounted > Interior Only

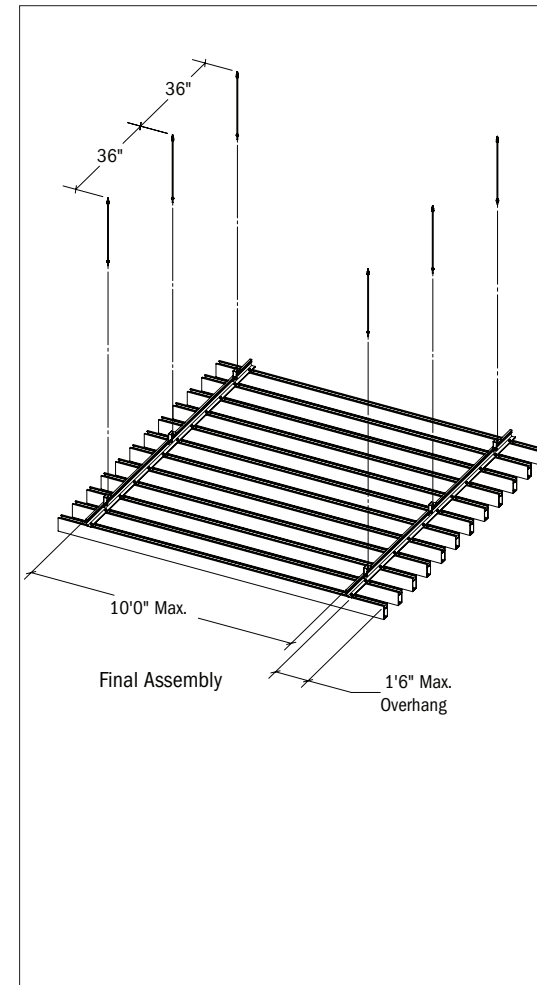
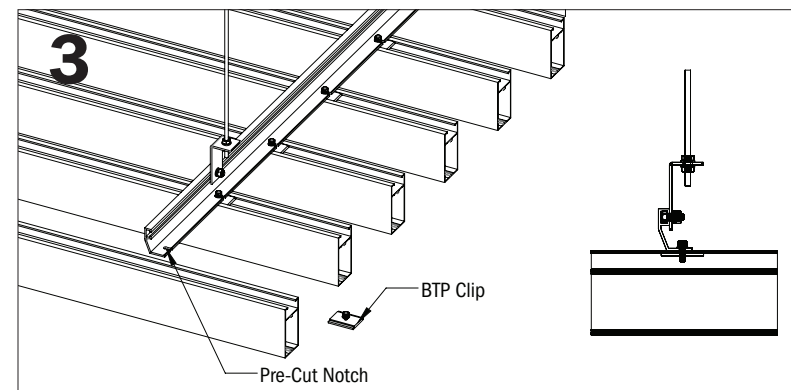
**STEP 1:** Slide the included M8 Bolt into the C-shaped track of the stringer so that the head is in the track and the threads stick out. Attach the L-Brackets as shown no more than 36" apart along the length of the stringer.



**STEP 2:** Locate threaded rod supports in the ceiling blocking every 36". The L-Bracket supports up to Ø3/8" rod. Guide the thread rod through the hole in the bracket and thread on a nut/washer from underneath to support it.



**STEP 3:** Starting at one end of the stringer, attach the louvers by sliding the BTP T-Nut into the open channel of the louver, aligning the bolt with the pre-cut notch. Note that the panels may also be pre-assembled on the ground and hoisted up to supporting rods.



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INSTALLATION INSTRUCTIONS

Fortina Battens > Inline Splice > Interior/Exterior

**GENERAL SCOPE:** Splice pins allow battens to be joined end-to-end for long continuous runs with no gaps. They are non-load bearing, and primarily used for interior applications where thermal expansion of the battens is minimal.

**PROVIDED:** Fortina film-wrapped battens and attachment hardware (based on the type of installation) 5/32" dia. Splice Pin

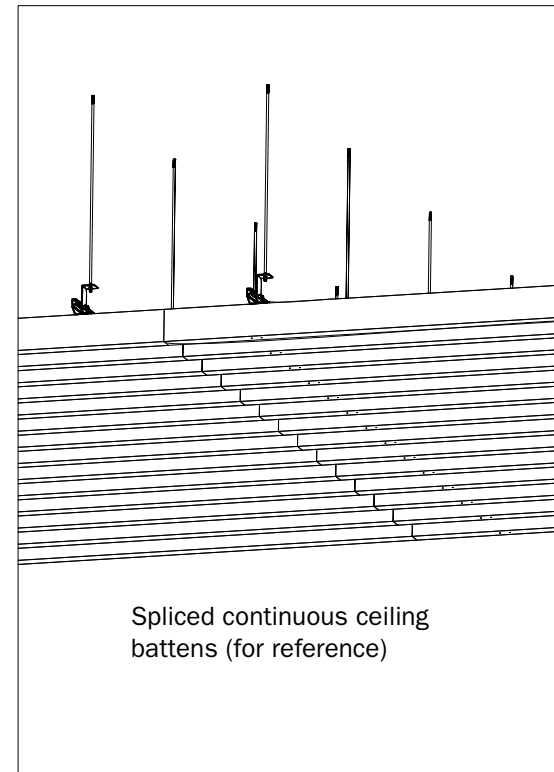
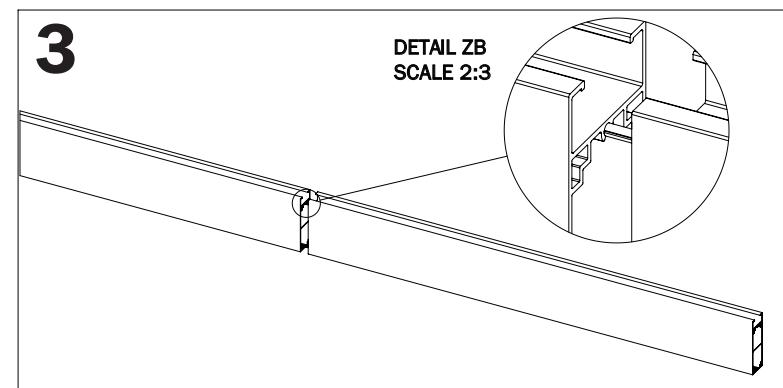
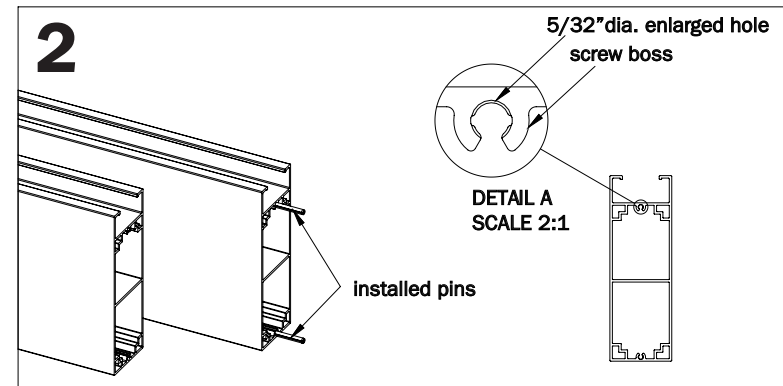
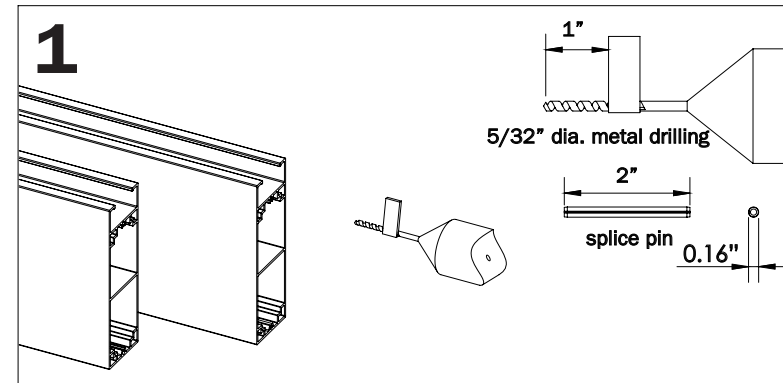
**NOT PROVIDED:** 5/32" dia. Metal-Drilling Bit

**TOOLS NEEDED:** Drill with 5/32" dia. Metal-Drilling Bit Hammer Painters tape or marker to control drill depth

**STEP 1:** Use 5/32" dia. Drill bit to enlarge the screw holes in the two extrusions that will be butt-joined together. Tape the drill bit to mark a depth that is 1/2 the length of the splice pin.

**STEP 2:** Use a hammer to tap in spring pins until they hit the bottom of the enlarged holes in the first batten.

**STEP 3:** Align the enlarged holes of the second louver with the pins in the first louver and use a hammer to gently tap the two battens together. Use a block of wood between the batten and the hammer to avoid damage and always work on a piece of cardboard or other smooth, clean surface to avoid damaging batten finish. FORTINA INLINE SPLICE INSTRUCTIONS B  
\*Corner Keys are not suitable for structural applications



INSTALLATION INSTRUCTIONS

Fortina Battens > Mitered Corners > Corner Key Installation > Interior/Exterior

**GENERAL SCOPE:** Square corner keys allow compatible battens to be miter cut and joined at 90°, resulting in a cleaner aesthetic than traditional butt joints. B+N's Quick Ship program offers THS- Type Battens (Pictured) with integral pockets that allow corner keys to be hammered in for a secure connection\*.

**PROVIDED:** Battens with corner key pockets Finished Back Rails, if needed Square 90-degree corner keys

**NOT PROVIDED:** Anchors Blocking Non-Fortina Hardware required for support

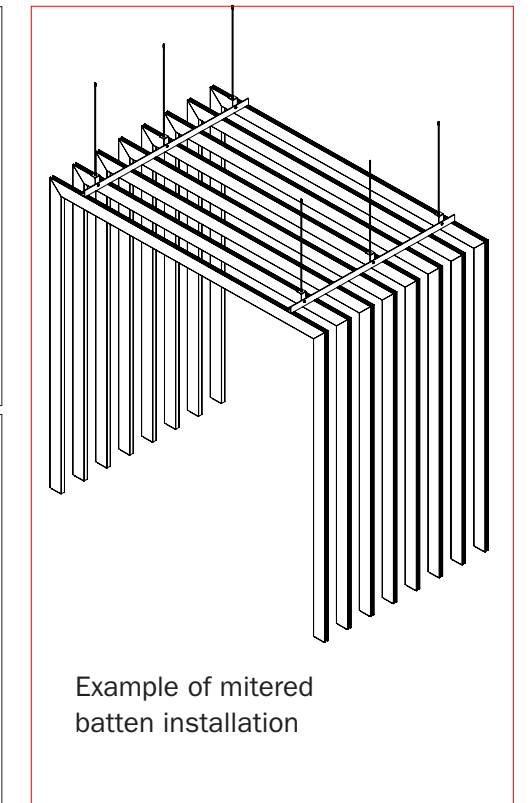
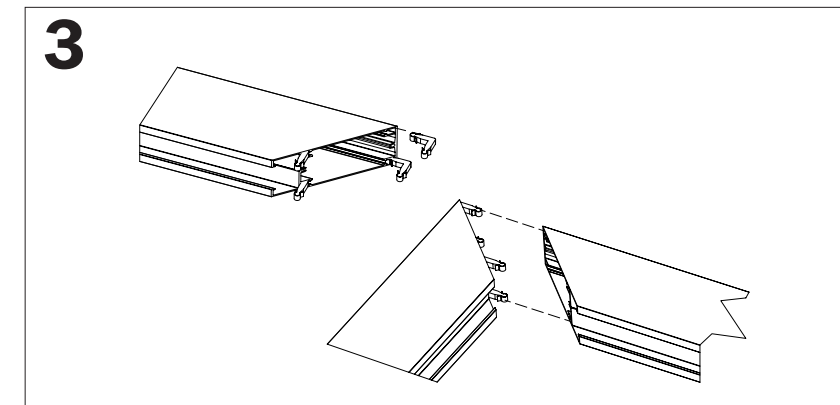
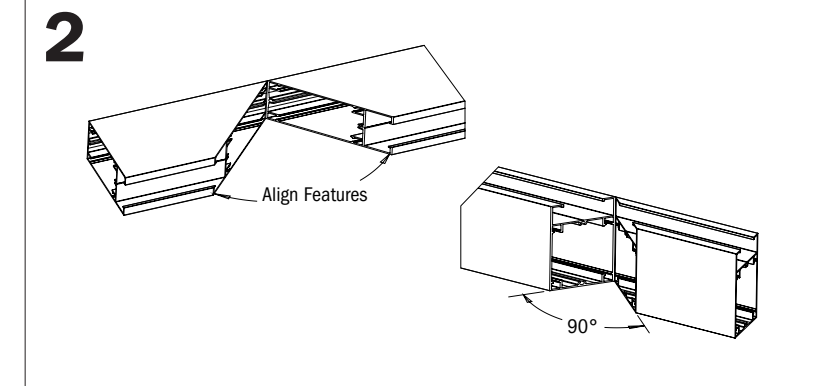
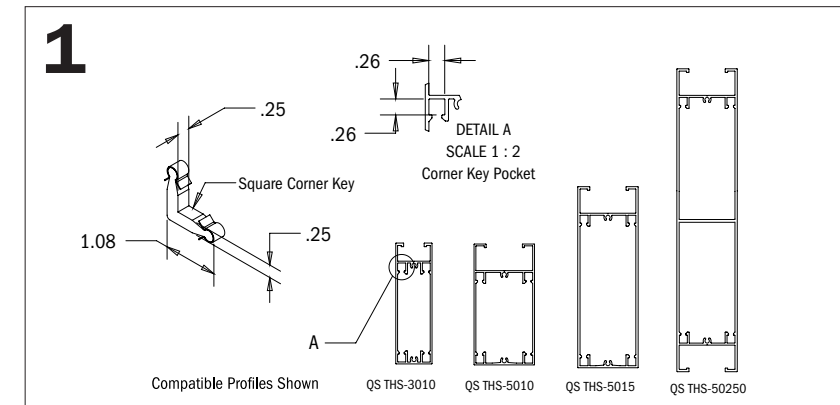
**TOOLS NEEDED:** Miter Saw Blade for Cutting Aluminum (do not use dull/worn blades) Hammer

**STEP 1:** Specify one of the batten shapes that meets your project requirements. Note that mitered corner keys only work when the joined battens are the same size.

**STEP 2:** Miter cut 2 battens intended to be joined at 90°. Make sure to note the orientation of the cuts as the battens are not symmetric.

**STEP 3:** Align corner keys in the pockets on one extrusion and gently tap them in with a hammer (install in all 4 corners). Align corner pocket of the second miter-cut batten with the exposed legs of the 4 corner keys. Gently tap the two battens together, using a square jig if needed to guide in the corner keys.

\*Corner Keys are not suitable for structural applications



INSTALLATION INSTRUCTIONS

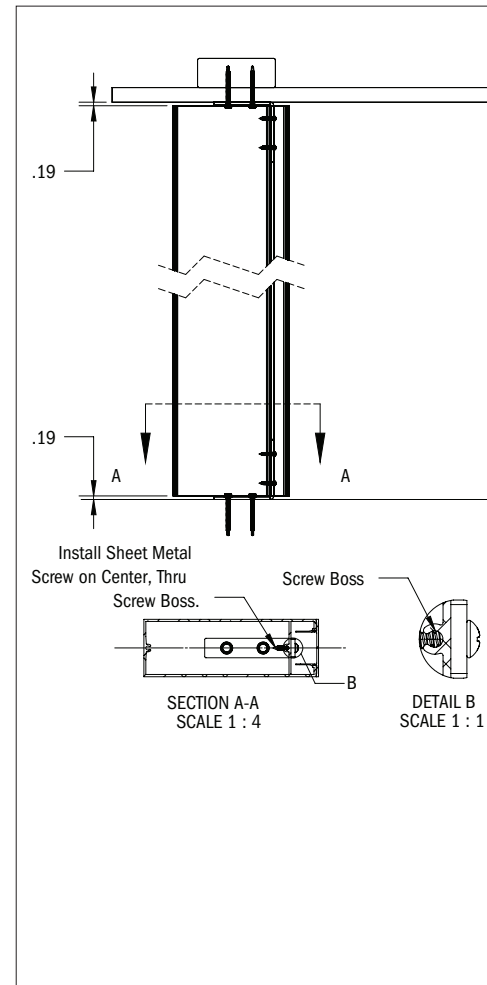
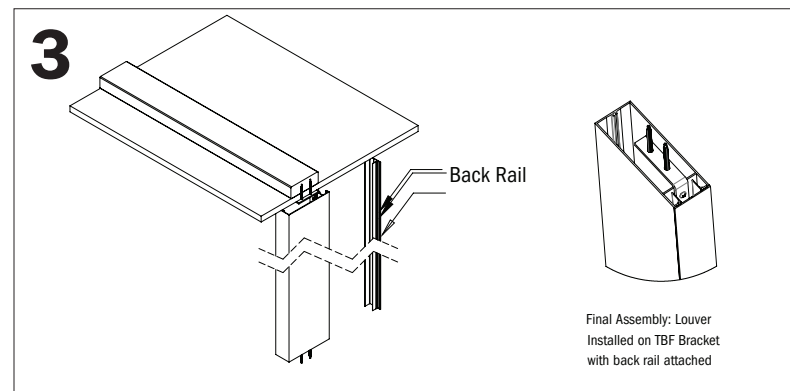
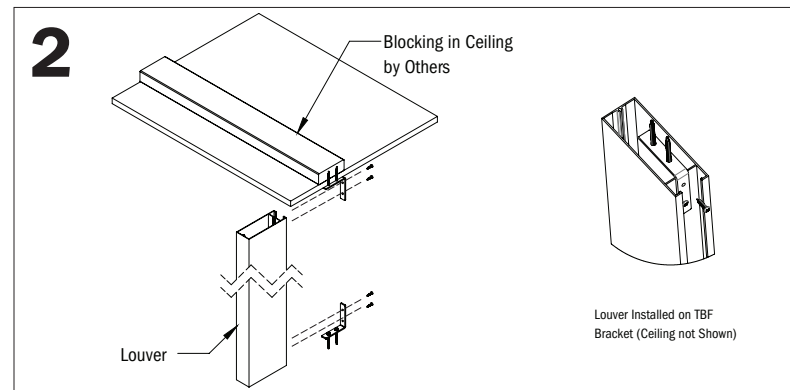
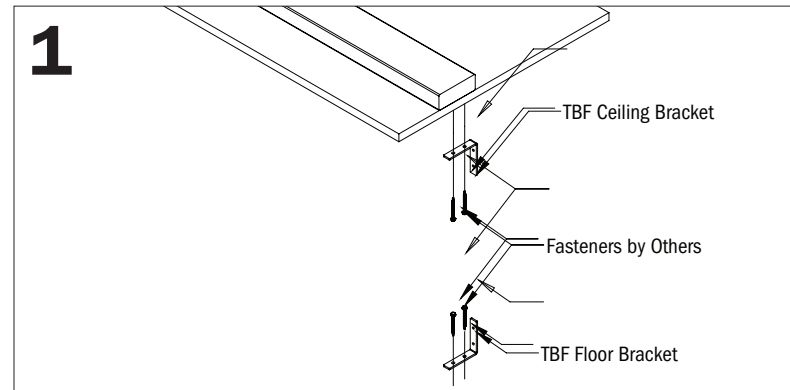
Fortina Battens > Floor To Ceiling > Interior Only

**STEP 1:** Mount TBF Brackets to floor and ceiling with appropriate blocking and hardware.

**STEP 2:** Slide the open channel of the louver over the brackets. The louver should be 3/8" shorter than the measured floor to ceiling height to allow clearance for the brackets. Using the brackets as a guide, drill pilot holes centered on the louver going through the screw boss.

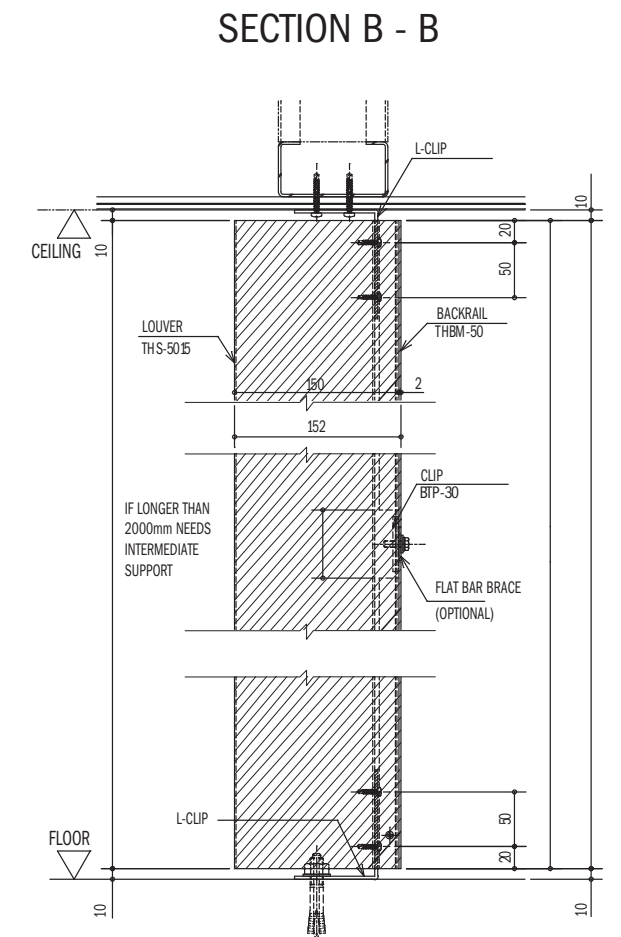
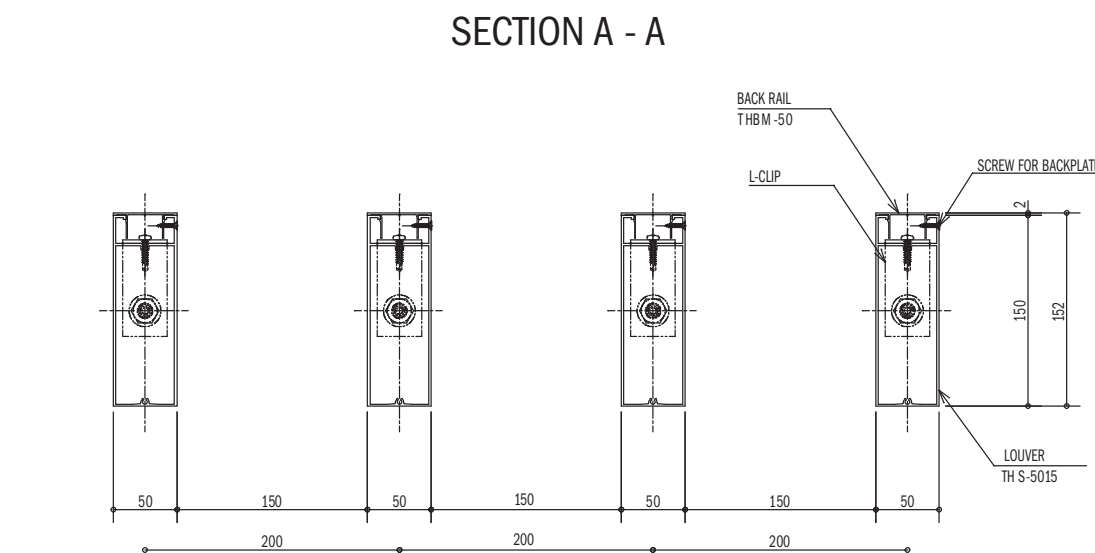
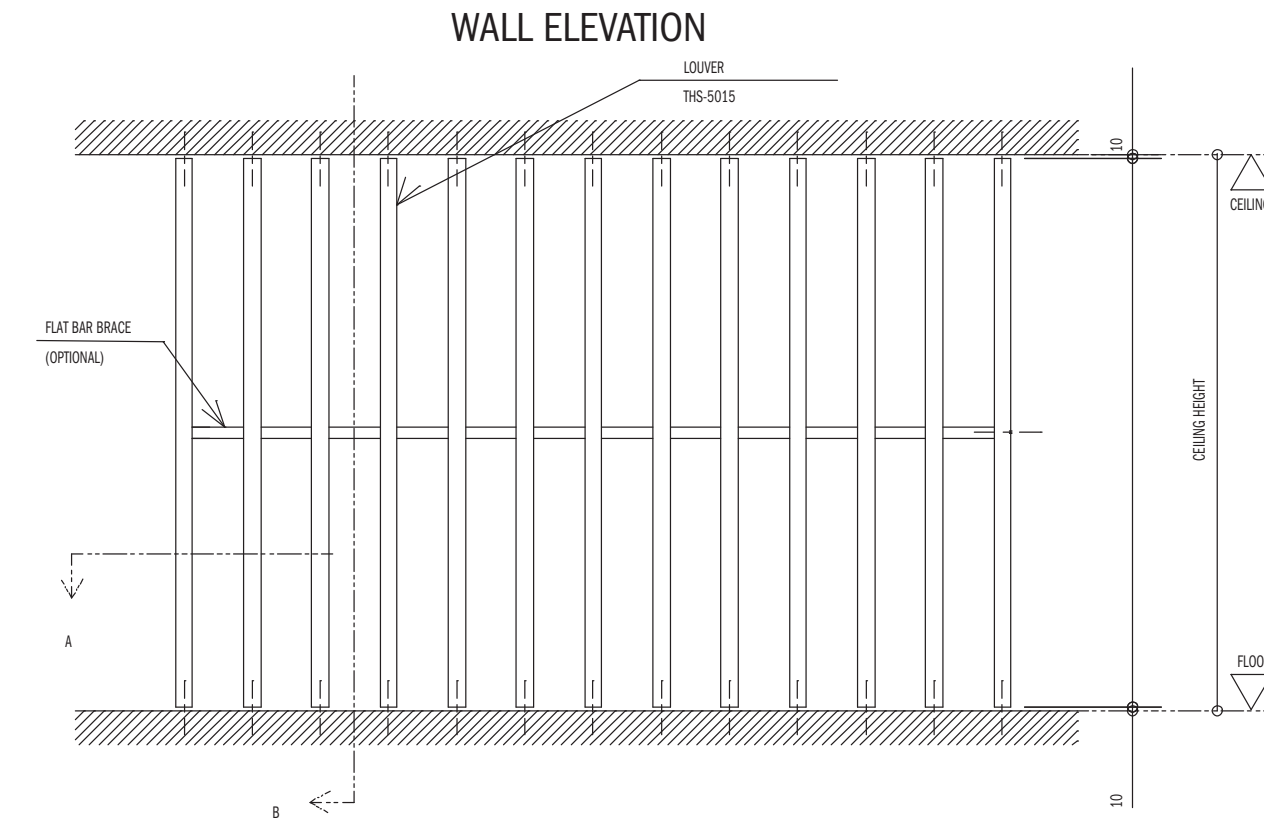
Use two #8 sheet metal screws to secure the louver to the bracket at both the ceiling and the floor.

**STEP 3:** Once the louver is securely fastened, the back rail may be snapped into place by hand.



INSTALLATION INSTRUCTIONS

Fortina Battens > Floor To Ceiling > Interior/Exterior > Installation Examples



NOTE: 10MM SPACE TOP AND BOTTOM FOR L-CLIP THICKNESS.

## INSTALLATION INSTRUCTIONS

### Fortina Battens > Floor To Ceiling > End Plate Screen Installation > Interior/Exterior

**GENERAL SCOPE:** Fortina screen end plates are used to mount arrays of decorative aluminum extrusions creating floor-to-ceiling screens. They are ideal for tight clearance applications such as in front of glazing where access to the back of the batten is limited.

**PROVIDED:** Fortina Film-wrapped aluminum battens Fortina Film-wrapped back rails (if needed). Pre-fabricated end plates with customer-defined mounting hole pattern (1/8" steel UON).

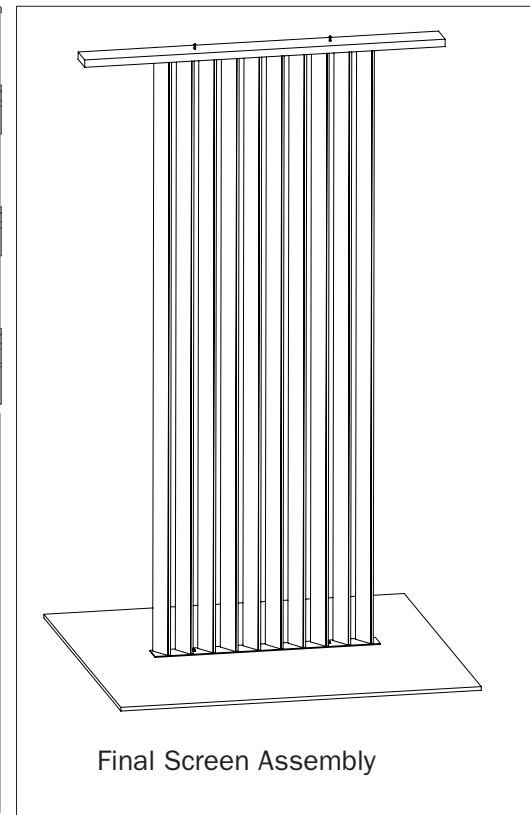
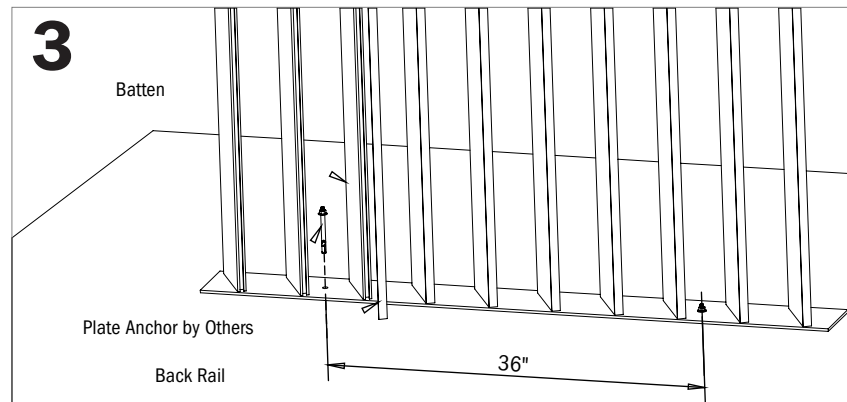
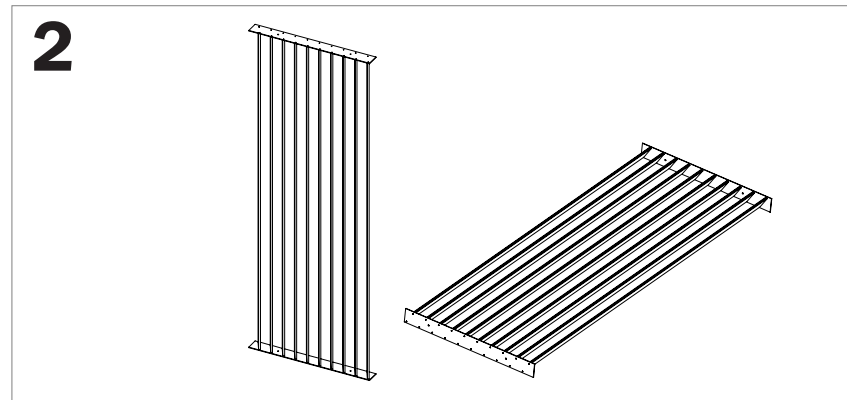
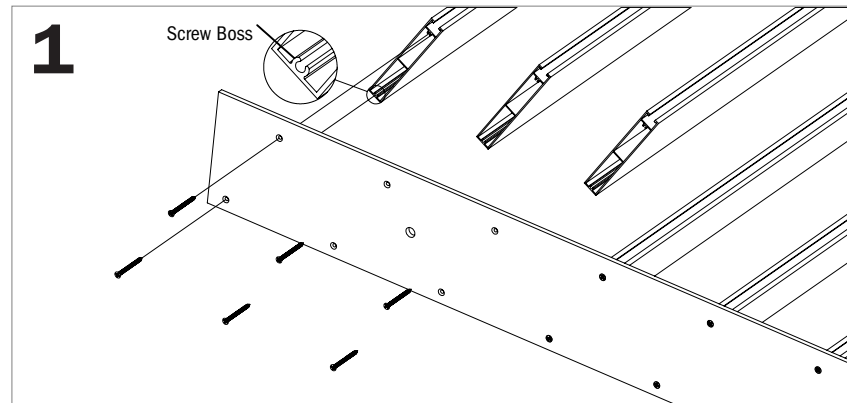
**NOT PROVIDED:** Screws Shims Anchor Bolts Blocking (if needed)

**TOOLS NEEDED:** Drill/drivers Socket wrench Ladder

**STEP 1:** Align the batten screw bosses with the counter-sunk holes in the end plate. Be sure to note which way the open channel at the back of the batten is facing. Install two #8 sheet metal screws per side on each batten.

**STEP 2:** Repeat the process with the second end plate to create the screen panel. Back rail covers may be installed at this point, or one the screen is mounted, as long as the back side is accessible.

**STEP 3:** Position the screen panel and install shims as needed. Anchor the screen to the floor and ceiling with suitable anchors spaced no more than 36" apart for each plate. If not already installed, press on finished back rails to complete the assembly.



## INSTALLATION INSTRUCTIONS

### Fortina Battens > Trellis Installation Guide

**GENERAL SCOPE:** Fortina trellises are arrays of hollow aluminum extrusions mounted to a steel support frame by others to create a shade structure. Battens are spaced and panelized using aluminum angle cross members ("stringers").

**PROVIDED:** Fortina Film-wrapped aluminum battens Pre-notched STAL-7 Stringers BTP Clips Back Rails (if needed) End Caps (If needed)

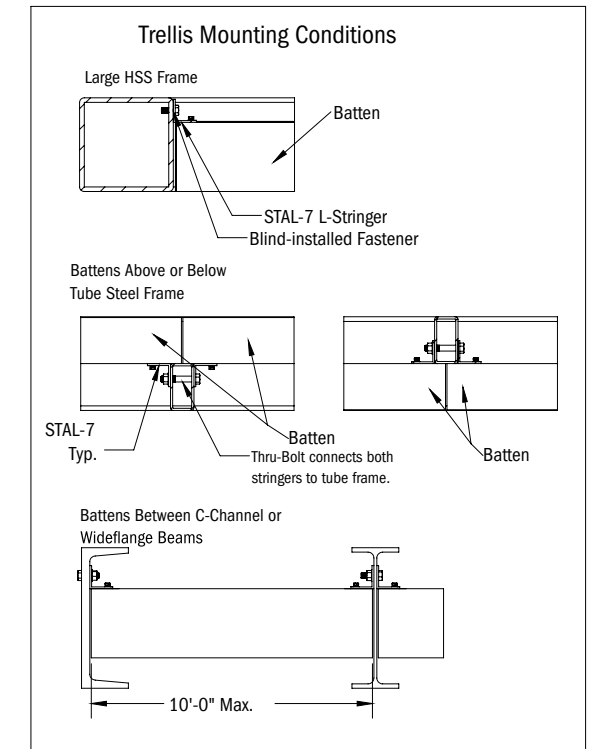
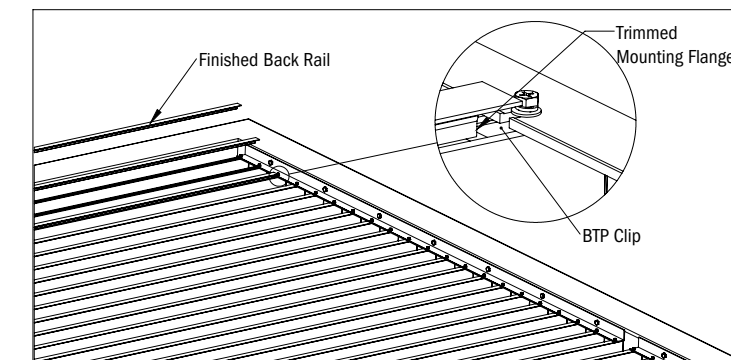
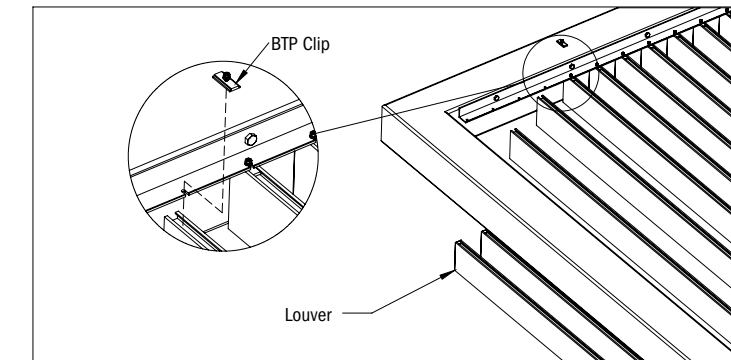
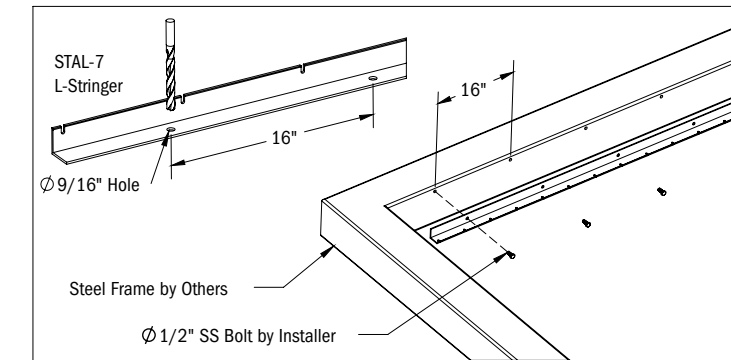
**NOT PROVIDED:** Steel support frame Bolts to attach stringers to steel frame

**TOOLS NEEDED:** Drill/Drivers Socket Wrench Metal cutting saw to trim battens Ladder or scissor lift (depending on size and application)

**STEP 1:** Determine which trellis mounting conditions apply for your specific installation, as corresponding bolt type and length will vary. Drill holes in the aluminum stringer to accommodate a min. 1/2" bolt every 16" along the length. Coordinate bolt holes in the steel to have the same 16" o.c. spacing. Repeat as necessary to attach all stringers to the steel frame per architectural plans.

**STEP 2:** Install the battens, positioning them as dictated by the steel frame and pre-notched stringers. Slot the BTP clip into the open channel at the back of the batten, and seat it into the notch in the batten. Fully tightening the bolt on the T-Nut will engage the thread locking compound.

**STEP 3:** Finish the installation by snapping or screwing on end caps and pressing back rails into the open back channel if the back side of the louver is visible. The back rail mounting flanges may need to be trimmed to avoid the BTP Clip.



## INSTALLATION INSTRUCTIONS

### Fortina Slats > Wall > Interior/Exterior

**GENERAL SCOPE:** Fortina slat siding is a "tongue and groove" interlocking system made from extruded aluminum and wrapped in a proprietary film. It is suitable for interior and exterior wall and ceiling applications.

**PROVIDED:** Film-wrapped aluminum slats Powder-coated aluminum trim pieces .

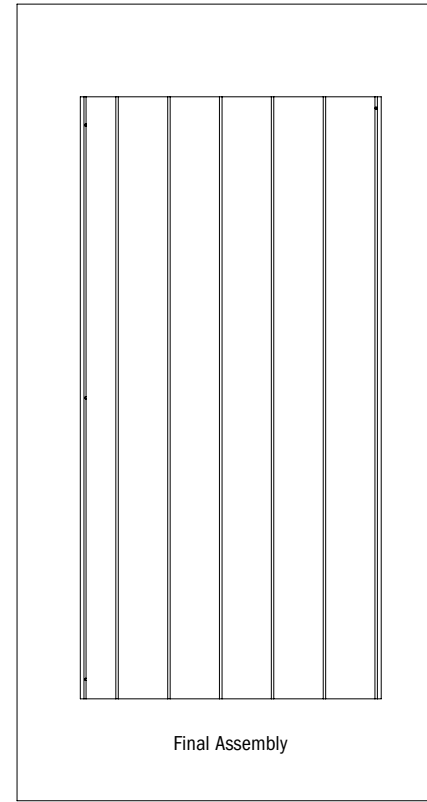
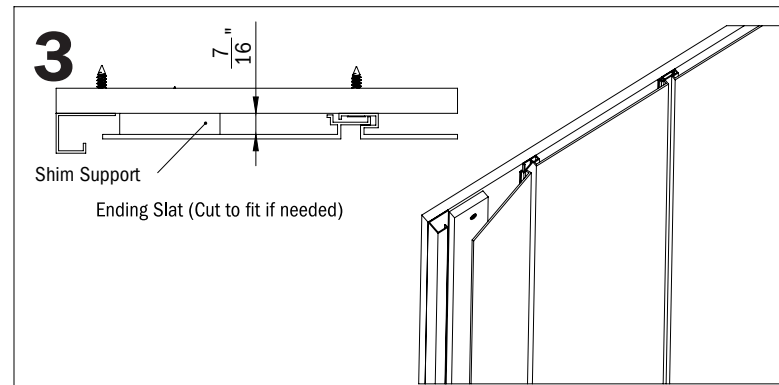
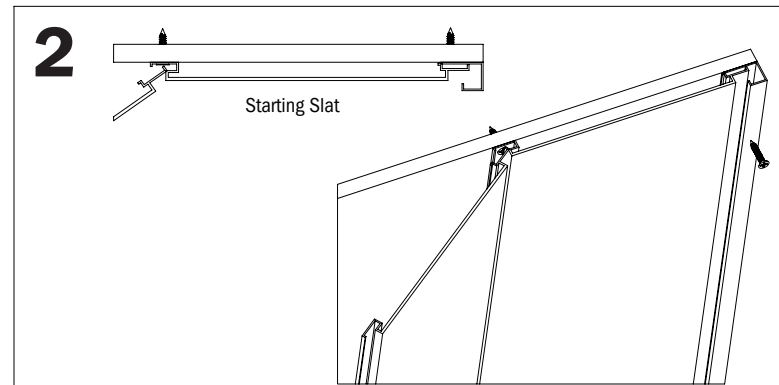
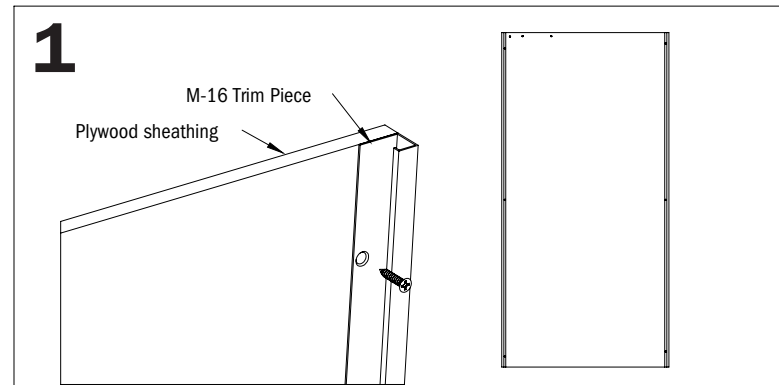
**NOT PROVIDED:** Screws Plywood sheathing Shimming or blocking materials.

**TOOLS NEEDED:** Drill, drill bits and drivers Metal cutting saw to rip-cut slats Ladder or scissor lift.

**STEP 1:** Ensure that the mounting surface for the slats is as flat and smooth as possible. Establish the starting side by screwing the edge trim to the wall to create a finished edge.

**STEP 2:** Install the first slat as shown, using low-profile screws to secure the groove side every 24" along the slat length. Rotate the "tongue" side of the next slat into the groove of the previous and screw the groove side into place. Slats are installed progressively in this manner.

**STEP 3:** Often the last slat in the sequence will need to be cut lengthwise (rip-cut) to fit, and a shim piece will be needed to support it. Screw the shim to the wall and secure the slat to the shim with double-stick tape or discrete screws.

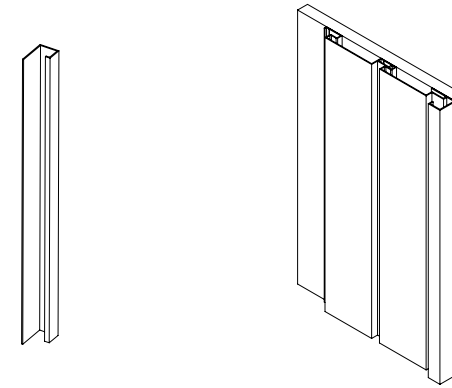


## INSTALLATION INSTRUCTIONS

### Fortina Slats > Wall > Interior/Exterior

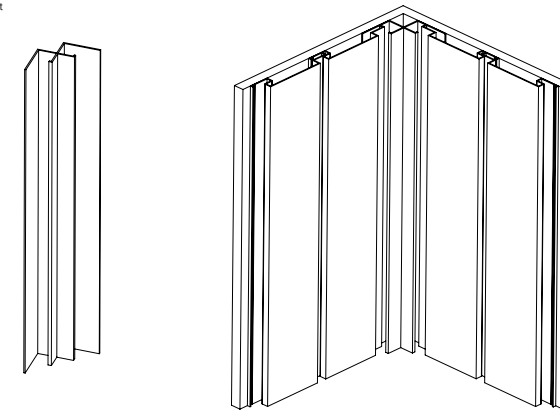
#### M-16 SLAT TRIM

Edge Trim  
Topper: ITEM #M-3-6  
Material: Aluminum  
Finish: Powder Coat  
Max. L: 9'-10"



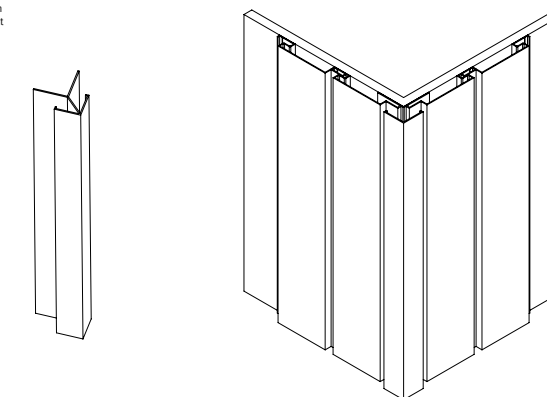
#### M-78 Slat Inside Corner Trim

Interior Edge Trim  
Topper: ITEM #M-7-8  
Material: Aluminum  
Finish: Powder Coat  
Max. L: 9'-10"



#### M-70 Slat Outside Corner Trim

Exterior Corner Trim  
Topper: ITEM #M-7-0  
Material: Aluminum  
Finish: Powder Coat  
Max. L: 9'-10"



## TECHNICAL INFORMATION

# FAQ

### GENERAL QUESTIONS:

#### 1. What is Fortina?

Fortina is a decorative wood alternative unlike anything on the market; aluminum Battens and slats are wrapped in a non-PVC film that mimics woodgrain colors and textures. It is lightweight, easily customizable, durable, quick to install, effortless to maintain, and, most importantly, beautiful.

#### 2. What are the attributes of Fortina?

Fortina has been widely used in interiors and exteriors of commercial and residential buildings since its inception in Japan in 2009. Fortina's lightweight dimensional stability, uniform coloration, and incombustible material allow for a clean and quick installation.

#### 3. How many sizes are there?

Our Battens come in 36 sizes, offered in square, rectangular, triangular, and round shapes. The smallest profile is 20mm x 40mm (3/4" x 1 1/2") and the largest is 50mm x 300mm (2" x 11.8").

Our slats come in 5 sizes with a 10mm reveal (ranging from 60mm to 200mm wide), and 3 sizes with no reveal (ranging from 100mm to 150mm wide).

All profile dimensions are in metric.

#### 4. What is the longest Batten/slat length available?

16'-0" is the longest length for ocean shipping. 9'-6" is the longest length for air freight – additional charges will apply for any length exceeding 9'-6".

### FINISHES:

#### 5. How many finishes are there?

A total of 109 films are available in interior and exterior grade. Anodized and painted options are also available. Finish codes start with TE for interior finishes and TA for exterior finishes.

#### 6. Are all the finishes the same price?

Exterior finishes are slightly more expensive than interior finishes. Please request a quote for more specific pricing.

#### 7. Can the Exterior spec be used indoors? Is it more durable? Can an indoor spec be used outdoors if it is UV coated?

Exterior finishes can be used for indoors, and durability is the same.

Interior grade finishes cannot be used outdoors even with the UV coat, because the printed ink specification is different

### TEST RESULTS

#### 8. What is the fire rating?

Fortina has passed these certifications for non flammability.

- ASTM E84 CLASS A Fire Rating (FSI10/ SDI10)
- NM2239 and 2244
- European Standard CLASS B (French M1)

#### 9. How does the product hold up in hot/humid climates and near "water"?

Film used for Fortina have passed two year exposure test (EMMAQUA) in New River, Arizona.

### WARRANTY / CARE AND MAINTENANCE

#### 10. What is the warranty?

We offer a 10-year limited warranty. Please visit our Warranty page for more information.

#### 11. Will the Battens withstand power washing?

We do not recommend power washing the Battens/slats.

## TECHNICAL INFORMATION

# FAQ

#### 12. Do the Battens scratch easily? What can we do about scratches?

Scratch test result 2B. Touch up paint is the most convenient way to hide scratches, but it's not perfect. A 10% overage is highly recommended for the purpose of having extra components to cover any damages beyond touch up. A touch up pen matching the HD1 paper can be provided upon request.

#### 13. Is there any type of care/maintenance required?

Wipe with a wet soft cloth or wet sponge, then wipe with a dry cloth. Do not brush with steel brush, steel wool or sandpaper. Do not handle the Battens on surfaces with grit or gravel as it will cause scratches. Do not use organic solvent such as alcohol for cleaning. Check bolts, nuts or screws in a timely manner. More maintenance may be required in industrial areas or near the ocean.

#### 14. Can the Battens get wet?

While it's not ideal for interior grade finishes, our exterior grade finishes can get wet as they are designed to be outside.

### INSTALLATION

#### 15. What is the best way to cut the Battens on site?

Aluminum cutting saw is required along with long table. A new blade is recommended.

#### 16. Is there an explanation on how the joint between the Battens (and spandrels) works for a very long ceiling?

We recommend leaving an expansion gap of 1-2 mm (1/8" max) between Battens/slats.

#### 17. Do the Stringers and brackets come in a variety of sizes and finishes?

Stringers come in different sizes depending on the application. anodized aluminum is the standard finish, but they can also be powder coated.

#### 18. How much does the "average" THS-4080 Batten weigh per foot?

As an example, THS-4080 weighs 0.688 lbs per linear foot. Batten weights vary based on profile size.

#### 19. What is the lead-time?

Fortina is made to order. Our typical lead time is 12-15 weeks.

#### 20. Is there any hardware to hang/merchandise products from the Battens?

No, Battens are only decorative.

#### 21. Can the Battens be curved?

No, the Battens cannot be curved.

### PURCHASING FORTINA

#### 22. Do you have local reps?

All Fortina inquiries are handled from our Head Office in California. Please call (800) 350-4127.

#### 23. What is the square footage price of Fortina?

Pricing is not based on square footage. It varies based on profile size and quantity ordered. Please call (800) 350-4127 or request a quote on our website.

#### 24. How can I get samples?

Click "Order Samples" on the Fortina website or call (800) 350-4127.

#### 25. Do you offer an expedited option?

The production time is set, but shipping can be expedited via air freight.

# Terms And Conditions

## QUOTE BY PHONE

1-800-350-4127 (Outside Northern California)

1-650-593-4127 (Northern California)

## QUOTE/ORDERING BY E-MAIL

MAIL@**B N I N D . C O M** (Ready 24 hours a day)

## CUSTOMER SERVICE

Customer service is available 8:00 am to 5:00 pm (PST) Mon. - Thurs. and 8:00 am to 12:00 pm on Fri. to answer your inquiries regarding products, quotes or orders.

## WARRANTY

We fully support the quality of our product. If there are any manufacturing defects within a year of delivery, please contact our Customer Service Department by phone or e-mail for assistance.

## PRODUCT WARRANTY LIMITATIONS

The Customer is purchasing the fixtures in an "as-is" condition, unless otherwise reported to the Company pursuant to [the inspection provision in the contract], as of the date of delivery and specifically and expressly without any warranties, representations or guarantees, either expressed or implied, except as set forth below, as to its condition, fitness for any particular purpose, merchantability, or any other warranty of any kind, nature or type whatsoever from or on behalf of the seller. The Company hereby warrants to the Customer and its successors and assigns that the product supplied to the Customer is constructed only for the use and purposes contemplated by the Customer set forth in the contract; and the Company, immediately prior to the delivery of the product had good and lawful right to sell the product, and that there is hereby conveyed to the Customer on the date of delivery, good title to the product, free and clear of all liens, claims, encumbrances and rights of others.

## WEBSITE / PRINTED MATERIALS

The copy has been reviewed to present information as accurately as possible. If an error is found in description or pricing, or the item has been discontinued, yet not updated, B+N reserves the right to correct it at the time it was discovered.

## PRODUCT OFFERINGS AND MATERIAL FINISHES ARE SUBJECT TO CHANGE AT ANY TIME.

## ORDER SHIPMENTS ESTIMATES

Orders in stock will ship via ground in 2 - 5 days, unless another service level is requested by the customer.

## BACK ORDERS

Unless otherwise noted, back orders will ship when they are back in stock at our facility. Your Sales Administrator will keep you advised on the status of all back orders.

## BLANKET ORDERS

Blanket orders are subject to a unique set of Terms & Conditions defined at the time of order placement.

## MINIMUM ORDER REQUIREMENTS

\$500 threshold must be reached to place an order.

## STORAGE

Storage fees will be assessed after 30 days for all materials that were scheduled to ship but were delayed for customer related reasons at no fault to B&N Industries. Fees will be assessed weekly at \$500 or 5% of the total order, whichever is greater. If an order is paid in full, then the storage fees must be cleared prior to shipment. If an order is partially paid for, then the remaining balance on the order plus storage fees must be paid prior to shipment.

## CANCELLATION AND RETURN ITEMS

1. Stock items must be returned within 30 days, in re-sellable condition. Return of stock items may incur a 25% re-stocking fee. Freight charges on returns are the customer's responsibility. A return authorization is required for all returns. Items returned without the proper authorization will not be accepted. B+N assumes no liability for customer returns which arrive damaged due to shipment transportation.  
2. Non-stock items purchased may not be returned.  
3. Prepaid material that remains beyond the 30-day original delivery schedule prior to cancellation will also be subject to storage fees.

## FREIGHT AND MULTIPLE SHIPMENTS

1. The following will result in additional charges unless otherwise stated on your quotation:  
- Shipments to multiple destinations or split shipments to the same location.  
- Customer requesting custom packaging (includes breakout into multiple packages) and shipped to one location.  
2. Collect or 3rd Party Billing shipments are the responsibility of the freight payer.  
3. Freight quotations are subject to re-quote at any time prior to the order being placed or at time of shipment if shipment is delayed.  
4. Customer is responsible to arrange and pay for International freight, as quotes are for transportation only. Freight quotes provided by B&N do not include the broker, customs duties, fees or taxes. That is the responsibility of the customer to obtain and pay directly to the source. Broker information must be provided prior to shipping.  
5. Weights and measurements may change due to changes in suppliers and/or packaging.  
6. B&N is unable to guarantee delivery times or dates. Delivery times and dates are the responsibility of the shipping agent.  
7. Regarding split shipments: On occasion, an order may ship from multiple locations based on availability.

## PRODUCT DISCREPANCIES AND DAMAGES VIA SHIPMENT

1. Customer must inspect items upon delivery for damage or discrepancy. Please refer to B&N's Delivery Shipper Checklist Info document for terms.

The Delivery Checklist can be found here:

<https://B N I N D . C O M /resources/technical-data>

2. B+N accepts no liability for damage incurred during shipping. Any damage found at time of delivery must be noted by customer on delivery receipt and signed/initialed by driver. Customer is to retain all packaging with damaged items for an on-site inspection by carrier.  
3. For damage on 3rd party or collect shipments, the customer is responsible for filing the claim with the carrier for financial reimbursement.  
4. If any product arrives in damaged condition, a freight claim must be filed with the delivering carrier. Retain packing material and note on the Bill of Lading "DAMAGED". Our Customer Service Department will assist you with any questions regarding filing a freight claim.  
5. All claims regarding shortages and freight damages must be presented WITHIN 7 DAYS of receiving the shipment.

## PAYMENT METHODS AND TERMS

ACH, Wire, and Company Checks

· Banking information can be provided upon request for electronic payment options

Credit Cards (subject to 2.5% processing fee)

· We accept VISA, MASTERCARD, AMERICAN EXPRESS.

1. Payment is due in full prior to shipping of product for all PREPAID ACCOUNTS. We do not ship COD. For payments made by check or bank transfer, the order will be processed upon receipt and approval of check or receipt of funds.  
2. Consideration for establishing terms requires a combined order amount of \$1,000,000+.  
3. Approved repeat customers may qualify for NET terms at B&N's discretion if sufficient volume is reached. A credit application must be completed with the necessary references. Please allow 2-3 weeks for processing. All custom orders outside of a standard project scope will continue to require a 50% deposit.

## SALES TAX

Due to the Wayfair vs South Dakota ruling all orders are subject to sales tax in the state that the material is delivered to unless a valid resale certificate is provided. Due to uncertain Economic Nexus requirements sales tax can be added to any order after a quote has been provided.

1. Taxable orders paid for by the customer and will-called at our California facility are taxed at the current rate for San Mateo County.

## PROTOTYPES, DRAWINGS, TOOLING, AND FIXTURES

1. Drawings provided by B+N are the exclusive property of B+N Industries, LLC.  
2. Prototypes made from drawings that are not detailed and approved by B+N Industries, LLC., or have been supplied via verbal instruction from the customer, are subject to the interpretation of B+N Industries, LLC.  
3. Tooling dies and fixtures made and used exclusively for a job or customer, remain the property of B+N Industries, LLC., unless otherwise established.

## PHOTOGRAPHY OF COMPLETED PROJECTS

B+N Industries, LLC. reserves the right to photograph a completed project that has utilized our product offerings and retains the rights to use the photographs in advertising, on our website, public relations and all marketing materials.

## FORTINA SPECIFIC ORDERS WARRANTY

### WARRANTY

We support the quality of the Fortina product for 10 years. For more information, please visit our Warranty section.

## CANCELLATION AND RETURN ITEMS

Fortina is considered a custom made to order line, therefore, may not be returned.

If an order is canceled which is in production the customer is liable for paying for all products ordered.



[www.bnind.com](http://www.bnind.com) | 800.350.4127