

Friday, August 15, 2025

Dear Valued Customer,

The tariff landscape remains fluid, and on June 3, 2025, President Trump issued a Presidential Proclamation that significantly increased the cost to import all “steel and aluminum articles.” The Proclamation imposed an additional 25% tariff on these items to the previously announced steel and aluminum duties, including in-transit shipments. As many of our fastener and anchor products and accessories are imported, this unexpected cost increase leaves us with no choice but to pass on a portion of these additional expenses through price adjustments. The revised pricing will take effect for orders placed on or after October 15, 2025. Net prices are attached, but the general increases include:

- +10% on Fastener and Anchor products (excluding adhesives) and accessories that are imported as finished goods
- +7-10% on Fastener products and accessories where materials or components are imported

Note: Due to domestic sourcing and production, Structural Connectors and Lateral Systems (except take-up devices, which are increasing by 10%) are not affected by this tariff and price increase.

We understand the impact of rising costs and are doing everything we can to minimize their effect, both in the short and long term. Should tariff relief become available between now and October 15, we will adjust the price increase to reflect that change.

Sincerely,



Phil Burton
EVP, North America
Simpson Strong-Tie

The following details are the **Consolidated Terms and Conditions of Simpson Strong-Tie (SST)**. Contact Customer Service at (800)999-5099 if questions arise.

PAYMENT TERMS

- Standard payment terms are 1% 10 days, net 30 determined via invoice date. F.O.B. shipping point unless otherwise specified
- Discounts will not be allowed or extended for payments received after the discount due date
- Cash in advance accounts are not eligible for prompt pay discounts
- Please contact an Accounts Receivable representative with questions concerning terms or payment options

SPECIAL MADE PRODUCTS WITH ALTERNATE COATINGS OR MATERIALS

Contact Customer Service for additional availability and pricing on products made with Stainless Steel (316SS), ZMAX (G185 steel), Hot Dipped Galvanized steel (HDG), or Black Powder Coated steel (PC).

PLACING ORDERS

- Customer Portal, email, fax, EDI, or phone
- SST warehouses are committed to shipping orders same day or next day once orders are released to ship. This is a commitment and not a guarantee
- SST is not responsible for delays after shipped date
- Specify shipping method (will call, small parcel carrier, LTL, etc.)
- Not all locations stock/manufacture all products. Please confirm availability, shipping options, and lead-time.
- Once an order has been placed, modifications may not be available
- All orders placed will receive a confirmation via email or fax. Review confirmations for accuracy and contact customer service if corrections are needed, or a confirmation has not been received. Before coming to will call, please verify that a confirmation has been received

FREIGHT REQUIREMENTS

- Orders not meeting the prepaid freight minimum will be shipped at buyer's expense
- Orders meeting the prepaid freight minimum will be shipped at no charge from a local SST warehouse to their final destination by the most economical freight carrier
- For orders not shipping from your local SST warehouse, freight charges may apply.
- Prepaid freight exclusions may apply, but are not limited to:
 - ✓ RPS cementitious products
 - ✓ Lateral Systems
 - ✓ Quoted jobs shipping to jobsite
- Under special circumstances, direct shipments from Hawaii are allowed - certain restrictions may apply
- Direct shipments from Puerto Rico and Canada are not available

JOBSITE DELIVERIES

- When shipping to a jobsite is required, please provide the complete jobsite address, phone number, and contact name
- UPS guarantees deliveries to validated commercial and residential addresses; jobsite shipments may not be deliverable. Visit the UPS website for service options and additional information

- When orders shipped to jobsites cannot be received, the carrier may assess delivery delays and additional shipping and/or storage fees. Those fees may be charged back to their respective account by SST
- SST may charge buyer for any fees issued by UPS resulting from incorrect address information

BACKORDER POLICY

When a backorder occurs, the following options are available to the buyer:

- Hold the order and ship it complete once all backorders have been transferred to a local SST warehouse
- Ship in-stock products now and ship the backorders once they have transferred to a local SST warehouse
- Pay additional shipping costs to ship the back-ordered products direct
- Made-to-order products may ship directly from SST production facilities
- Orders shipped in installments will be billed and paid for separately

RETURN POLICY

A Returned Goods Authorization (RGA) number must be issued by Simpson Strong-Tie and accompany the product back to the specified warehouse prior to any products being returned.

- Return requests should be submitted to the Returns Department via email or by calling (800)999-5099, and include the P.O. number and/or SST order number. Adhesive products, cementitious products, gas cartridges, and PAT loads must also include the expiration date.
- Returned products must be received within 14 days of the RGA being issued
- Stock products may be returned within 90 days of purchase with a valid PO. Purchase date is determined via Invoice Date
- Made-to-order and non-stocked products are NOT eligible for credit/return
- No return will be authorized for expired, discontinued, damaged, or corroded products
- Lateral systems products may not be returnable
- Any products with a shelf life cannot be returned within 90 days of the expiration date
- All stock products must be in 100% resalable condition as determined by receiving warehouse and may require inspection by an SST representative prior to RGA issue
- Buyer will be contacted for any non-resalable products received, and those products will be disposed of after 5 business days unless prior arrangements have been made
- Any product returned and arriving at a warehouse without a RGA will be shipped back to its primary location at buyers' expense
- Stock products reviewed and received by SST within 30 days from the date of invoice will receive 100% credit, and 31 to 90 days from date of invoice will receive 75% credit. Certain exceptions may apply.
- SST is not responsible for freight arrangements or costs associated with returning products and refused shipments will have freight charges deducted from the returned credit

CLAIMS

- In the event of pricing or quantity errors, damaged products, etc., please contact SST customer service via email or by phone (800)999-5099
- All claims must be made within 5 business days from delivery date, and must be noted on signed receiving documents