

## Our Philosophy:

Our business philosophy can best be represented by our Mission Statement and our commitment to continuous improvement.

### MISSION STATEMENT

To ensure the long term success of Alro and its people by exceeding our customers' expectations.

### SERVICE EXPECTATIONS

**Tender Loving Care for all Customers**  
Everyone is your customer

**Next Day Delivery**  
Most customers rely on it

**Zero Errors**  
What good is great delivery if it's wrong?

**Heroic Recoveries**  
Turn a problem into an opportunity. If something goes wrong, fix it now!  
Figure out what happened later and learn from it.

### FOUNDATIONS

PEOPLE • SAFETY • SYSTEMS • INVENTORY • FACILITIES • EQUIPMENT

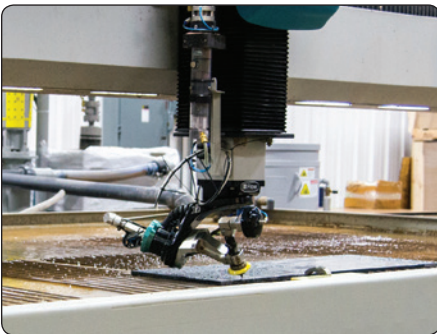
We exceed our customers' expectations through:



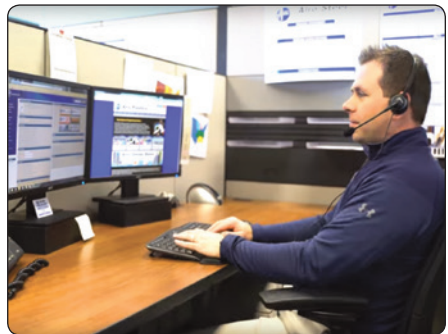
**Superior Technology**



**Vast Inventory**



**Processing Services**



**Exceptional Service**

## Terms and Conditions:

### Returned Goods

Orders may not be returned without prior authorization from Alro. If the responsibility is ours or the manufacturer's, we will replace the material promptly. In all other cases, we will attempt to minimize the customer's expense or loss. If we authorize a return, we reserve the right to make reasonable handling charges for returned goods.

### Cancellations

Special orders (goods not normally carried in stock) may not be cancelled without our prior authorization. Such authorization will depend on terms we receive from the manufacturers. Orders for stock material that have already been processed may not be cancellable. This determination will be made at Alro's sole discretion.

### Claims

Claims for shortages in shipment, defective goods, or errors must be made within 10 days after receipt of order. Claims for shortages or damage caused by delivering carrier should be made directly with them. Claims for defective material may need to be inspected and approved by the manufacturer before credit can be issued.

### Responsibility

Alro's liability is limited to replacement of defective material. We are not responsible for and assume no liability for labor, incidental or consequential damages or other expenses. Statistical information contained in this catalog (pertaining to speeds, strength, specifications, proper working load of materials, tools, machines) was derived from manufacturer's tables and reprinted by us for our customer's convenience. We assume no responsibility by this reprint.



*Team members from our Alro Plastics location in Jackson, Michigan*

## Alro Plastics

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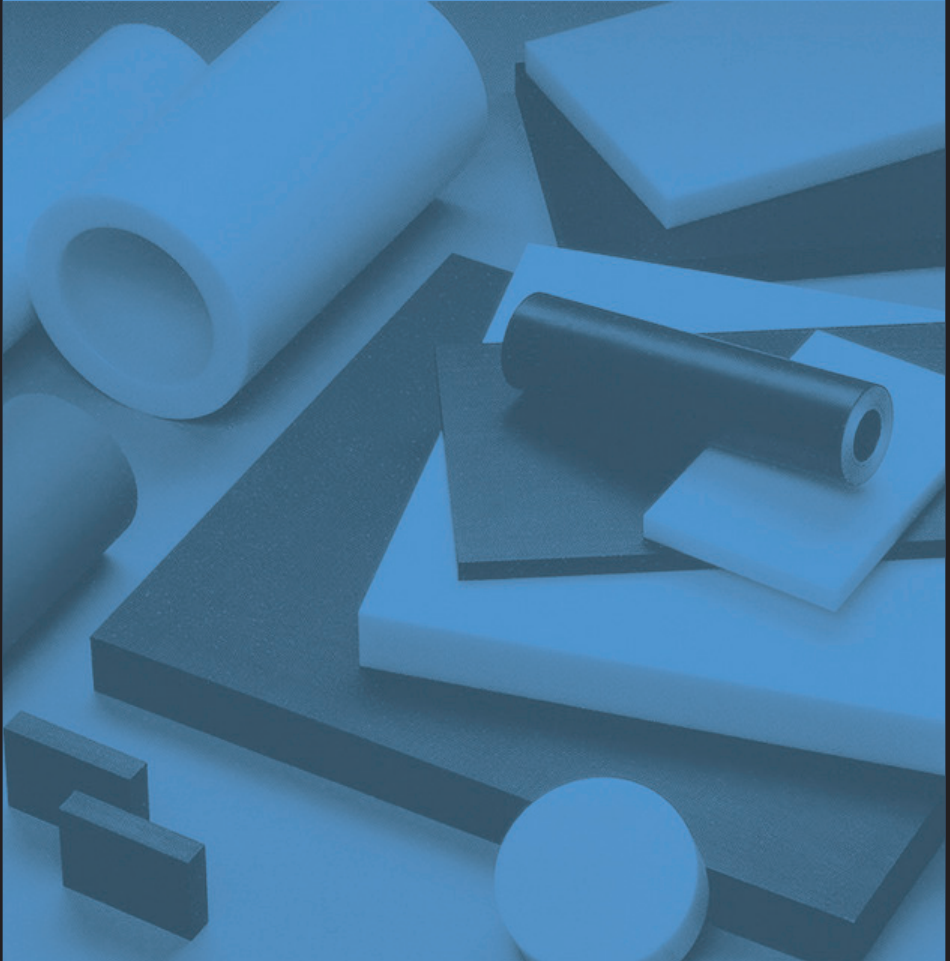
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## General Statement

The information contained in this catalog has been prepared to the best of our ability, however, there is no guarantee that all of the information is correct and updated. The latest version of this catalog can be found online at [www.alro.com](http://www.alro.com).

This catalog has been compiled to provide information on a wide variety of products to assist with selecting the proper materials for your application. All of the information listed in this catalog is for reference only. The information listed should not be the final determination in material selection for your specific application.

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