



General Terms & Conditions

TERMS OF SALE

Payment Terms: Net 45 days or by Controller Transfer.

Orders from California State Agencies are exempt from State Account tax and federal excise tax. All other agencies must add the current State Account tax to their orders.

Products will be billed and invoiced when items are shipped.

PRICING

- Prices cover standard products only. Specifications and prices are subject to change without prior notice.
- CALCTRA unit prices include delivery within California to dockside locations, excluding specialty orders and major projects.
- Applicable prices are those in effect at the time the purchase order is received, or those established by an awarded contract or bid. CALCTRA will honor pricing for 45 days from the issuance of the CALCTRA quote or date of CALCTRA price change. After 45 days the price is not guaranteed and may require a price adjustment.
- All prices are domestic and apply only to shipments within the continental United States.

Minimum Order: No minimum dollar amount required.

ORDER INFORMATION

Submit Purchase Orders to:

CALCTRA

Attn: Customer Service

560 E Natoma Street

Folsom, CA 95630-2200

Email: Customerservice@calctra.ca.gov

All orders must include:

- Ship-to and bill-to addresses
- Authorized signature to encumber funds
- Agency funding source: fund, agency, fiscal year, reference (State agencies only)
- Agency contact and delivery contact person: telephone number and email.
- Quote number, if applicable
- Complete 10-digit item number
- Specific colors, finishes, and options
- Delivery instructions

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CONTACT INFORMATION

- Billing and invoice inquiries: CALCTRA Accounting Department at 916-358-2684 or accountsreceivable@calctra.ca.gov.
- Order revisions, questions, or cancellations: CALCTRA Customer Service at 916-358-2733 or customerservice@calctra.ca.gov.

CREDIT CARD ORDERS

Customers may pay using government issued Visa, Mastercard, or Discover via the online store or by contacting Customer Service at 916-358-2733. Do not send documents containing credit card information. Credit card purchases are charged when the item(s) ships.

PRIOR NOTIFICATION

If advance notification prior to delivery is required, the purchase order must include a designated contact name, telephone number, email address, and the required amount of advance notice.

FREIGHT CHARGES

All prices include freight prepaid within California, shipped via CALCTRA's choice of carriers, except for the following special requirements:

1. Specialty orders and projects
2. Residential hall furniture and mattresses
3. New building installation
4. Large quantity orders
5. Options and accessories

For special requirements, including set-in-place, contact the CALCTRA Sales Department:

Phone: 916-323-2419

Email: salesinfo@calctra.ca.gov

OUT-OF-STATE-DELIVERIES

- Shipments are FOB shipping point; CALCTRA ships prepaid, and freight charges are added to the invoice.
- Estimated freight charges must be listed as a separate line item.

Before submitting a purchase order, please contact the CALCTRA Sales Department for estimated freight charges:

Phone: 916-323-2419

Email: salesinfo@calctra.ca.gov

ACKNOWLEDGMENTS

Upon request, CALCTRA will issue an order acknowledgment. Once the order has been submitted to CALCTRA, orders may not be changed or canceled, in whole or in part, without written agreement from all parties.

BID ORDERS

Purchase orders issued under an awarded bid must clearly display the applicable bid number.

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PRODUCT RECYCLE INFORMATION

Pursuant to California Public Contract Code (PCC) §§12200–12217, CALCTRA meets the minimum requirements for recycled materials, goods, and supplies and complies with the reporting requirements of the State Agency Buy Recycled Campaign (SABRC), as administered by CALRecycle. Only certain products are required to be SABRC-compliant.

EXEMPTION POLICY

State agencies may request exemptions to procure products from other sources when sufficiently justified. Exemption requests are reviewed by the assigned CALCTRA sales representative and must be submitted using the CALCTRA Exemption Request Form.

Approved requests must be retained in the requesting department's procurement transaction file as proof of authorization. Customers are responsible for contacting CALCTRA Customer Service to cancel any purchase orders for items no longer required due to the exemption.

DELIVERY AND TIMING

- CALCTRA products are made to order and follow a planned production timeline.
- Delivery options include CALCTRA truck, or common carrier.
- Estimated ship dates are available at [CALCTRA Order Status](#).
- CALCTRA will make every effort to meet delivery schedules, but delivery may be delayed due to factors beyond its control (labor disputes, accidents, material shortages, transportation issues, or customer-requested changes). A revised delivery date will be determined by CALCTRA.

CHANGES AND CANCELLATIONS

- Changes and cancellations are subject to CALCTRA's approval. All requests must be submitted in writing referencing the original order.
- If approved, a Change Order Acknowledgment will be issued.
- Change orders and cancellations may incur additional charges to cover costs already incurred.
- If an order has already shipped at the time of cancellation, the customer is responsible for shipping and restocking charges.
- Non-standard or custom products are not eligible for cancellation.

REDELIVERY/PICKUP OF FREIGHT

If merchandise must be redelivered because the customer is not prepared to receive it, or because CALCTRA was not notified of special or revised delivery requirements at least one week prior to the scheduled or actual ship date, the customer will be billed for all actual costs incurred, which may include freight, restocking, and re-handling.

- If a customer requests an additional pick-up of damaged merchandise because the original item was unavailable at the time the replacement was delivered, the customer will be charged the actual cost of pick-up.

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STORAGE

Storage fees may apply if the customer changes the scheduled delivery date, refuses delivery or is unable to accept manufactured product, requiring CALCTRA or its carrier to store purchased items. Customers must notify CALCTRA immediately when a delivery date change is anticipated.

SHIPMENT DISPUTES OR ISSUES

- All shipments should be carefully inspected by the customer upon delivery.
- In the event of an issue, whether the delivery is accepted or refused, the issue must be noted on the Bill of Lading at the time of delivery. The Bill of Lading must be signed and include the printed names of both the receiver and the driver.
- Report any issues within 15 days of delivery or 60 days from invoice, whichever is earlier, via email (customerservice@calctra.ca.gov), phone (916-358-2733), or the Green Check Mark on calctra.ca.gov.
- All issues, including spoiled products, must be verified by a CALCTRA representative before any credit or replacement is issued.
- Orders duplicated in error by the customer will be billed for all actual costs incurred to return, which may include freight, restocking, and re-handling.

WARRANTY POLICY

CALCTRA warrants to the original purchaser that products will be free from defects in materials and workmanship as of the original purchase date. Warranty does not cover normal wear, misuse, or abuse. This warranty applies only to products delivered or installed at the original shipping destination.

Customers must:

- Use products properly
- Not remove or alter safety devices, warnings, or instructions
- Ensure employees are trained in proper care and use of CALCTRA products
- Provide CALCTRA with proof of purchase: Purchase Order Number, Invoice Number, etc.

Note: CALCTRA's warranty only applies to products delivered, installed, or both at a standard shipping location. A standard shipping location is where a product is delivered dockside or set-in-place at any agency within the State of California. If a customer requests delivery to a non-standard location or a product is moved from a standard shipping location to a non-standard location, such as a residence, the customer agrees that the warranty is void. CALCTRA will not send a repair person to a non-standard location.

SEISMIC RETROFITS & PRODUCT ALTERATIONS

Any alternate configurations, anchorage methods, or other deviations requested by the end user require additional structural calculations. All such calculations must be prepared and signed by a California-licensed structural or civil engineer and demonstrate compliance with the California Administrative Code. Responsibility for obtaining these calculations rests solely with the end user.

The customer is responsible for complying with all applicable codes and regulations related to the use of CALCTRA products. All products must be inspected by the

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customer upon delivery, and any damage must be reported prior to making alterations. Any alterations that affect the functionality of CALCTRA products will void the product warranty.

RETURN POLICY

1. Right to Refuse: CALCTRA reserves the right to refuse the return of standard, non-standard (custom), or altered products.
2. Authorization Required: No product may be returned for credit without prior authorization. Customers must obtain a Returned Merchandise Authorization (RMA) from CALCTRA Customer Service before returning any items.
3. Return Timeframes:
 - Standard return requests must be made within 30 days of receipt.
 - Exceptions to standard return policies must be made within 90 days of purchase and apply only to apparel, textiles, flags, gloves, and boots/shoes.
4. Shipping and Freight: CALCTRA will arrange pickup of authorized returns and bill the customer for round-trip freight charges. Customers must not make their own shipping arrangements or ship items freight prepaid; unauthorized shipments or damaged items may be refused.
5. Restocking Fee: All returns are subject to a 25% restocking charge.

If CALCTRA determines that a returned item has been used, modified, or altered in any way, the item will be returned to the customer at their expense, and no credit will be issued.

SUPPLEMENTARY PRODUCT TERMS & CONDITIONS

For detailed, product-specific information, please consult CALCTRA's Supplementary Product Terms and Conditions. Note: These Supplementary Terms & Conditions are in addition to the General Terms and Conditions; in the event of any conflict, the Supplementary Terms take precedence over the General Terms.

Click here to view Supplementary Terms and Conditions:

1. Bedding
2. Food
3. Furniture & Modular Systems Furniture (MSF)
4. Manufactured Buildings
5. Metal Signs