

# FOREST DRAPERY HARDWARE

## FREIGHT POLICY

### **Damaged Goods**

Immediately upon receipt, your order should be inspected for shortages, damages, and to insure that there is no concealed damage from shipping. Claims on damages or shortages must be made immediately. Please note on the Bill of Lading (BOL) or Delivery Receipt if there is any possibility of damage. If your driver requires a digital signature, please request an EXCEPTION NUMBER from the driver before signing. Black marks, holes, open ends, over-boxing, re-taping, torn boxes etc., constitutes damage or possible shortage. No concealed damage claims will be filed as they are automatically denied by all carriers. You will be responsible for damaged freight not properly noted on delivery receipt/BOL. Our policy is that we replace damaged products per the original order and ship via the original carrier. If your order is damaged in shipping, carriers require that ALL packing materials be kept in order for a representative to inspect the goods. You will be billed for any replacement cost if a freight claim is denied. If your freight is delivered to a freight forwarder, the freight forwarder is responsible for inspecting all items and noting any damage/shortages when shipment arrives to them. Once freight leaves the continental US, Forest is no longer liable for damages/shortages not properly noted by your freight forwarder.

### **Failed Deliveries and Re-consignments**

A valid shipping address must be provided at the time you submit your purchase order. Orders that must be re-delivered or extra trip(s) made by UPS, FedEx, or Common Carrier will incur redelivery and/ or holding fees. Address changes on ground shipments will incur a \$15.00 fee per box/tube. Common carrier (LTL shipment) reconsignment fees vary by carrier. You will be billed for all applicable fees. Customer is responsible for freight charges on refused & undeliverable orders.

### **Special Access Delivery Fees & Residential Deliveries**

All residential fees are the responsibility of the customer. All special access delivery fees are the responsibility of the customer. Example: residential areas, limited access, remote areas, gated communities, ferries, tolls, inside delivery, lift gate fees, etc. If you have prepaid account terms, you must provide any special handling instructions a time of order so freight fees can be calculated accurately. No matter what type of account terms you have surcharges or fees that are added by the carrier after delivery will be billed to you.

### **LTL (less than a truckload) Shipments**

LTL shipments will be shipped based on the best cost and delivery method via one of our preferred carriers. If an alternative carrier is requested, an account number and the zip code for the billing address of the account provided should be given on your purchase order.

### **Orders That Qualify For Free Freight**

Orders of \$4,000.00 or more qualify for free freight to a commercial address in the continental U.S. If your order meets the free freight minimum but your order is shipping to a limited access or residential address, you will be responsible for the surcharges only. Orders will be shipped via the carrier of our choice. Free freight only applies to regular ground or LTL shipment options and does not cover expedited shipping.

### **Rush/Express Shipments**

Specific requests for rush/express shipments require a valid freight account number. All rush/express service orders must be received in writing by 2:00 pm EST and confirmed by a member of our inside sales team. All rush order shipments will be expedited as instructed on the purchase order. Orders cannot be changed after receipt. Orders that are received after 2pm EST, will be processed the following business day. Overnight orders received on Friday before 2pm will be delivered the following Monday. Second Day orders received on Friday before 2pm will be delivered on Tuesday. If you need a package delivered on a Saturday, please e-mail or call us to find out whether that service is available in your area and its associated costs. We do not offer refunds, partial, or full if you are not satisfied with the delivery time of the carrier. Rush/Express order policies are subject to change and not available on holidays.

### **Warranty Replacement Shipments**

Forest Drapery Hardware does not cover the shipping costs for the return or replacement of warranty item.

### **Freight Surcharges**

Forest will ship your orders via the most economical carrier. Freight surcharges vary by carrier and are not always known at the time of your shipment. Freight surcharges are the responsibility of the customer and may be billed at a later date. Common surcharges include: excess length, remote access, limited access, residential delivery, delivery appointments, oversize, inside delivery, will-call pick-ups @ terminal, lift gates, etc.