



WORLD CLASS FLUID STORAGE & HANDLING SOLUTIONS

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## Shipping and Freight Policy

Please read our terms and conditions for shipping and freight carefully.

The customer agrees to be bound by this agreement and accepts all terms and conditions.

### **LTL/FREIGHT: It is the responsibility of the receiver to open and inspect all packaged products at the time of delivery.**

**SHIPPING METHOD:** All LTL freight will be shipped prepaid and add via best way unless otherwise specified. Shipments will not be processed until a complete and full shipping address is received. Fluidall will only ship to addresses within the US or Canada that can be verified according to our standards. Fluidall cannot ship to PO, APO or FPO Boxes.

**ADDITIONAL FREIGHT:** Additional freight/accessorial charges incurred by Fluidall will be billed to the distributor. These include, but are not limited to:

- **Lift Gate Requirements:** If the recipient address does not have a loading dock then a lift gate is required, and a lift gate charge will apply. If the distributor is unable to determine if a lift gate is required, then it will be assumed that one is. Additional fees will also apply if a lift gate is needed but it wasn't specified in the original shipment. All delivery addresses in residential areas will require lift gates.
- **Inside Delivery:** If the shipment must be delivered into a building or onto a building site by the freight carrier, inside delivery charges will apply, (even if the pallet(s) are set inside a doorway).
- **Delivery Contact:** For all LTL shipments a contact person and contact phone number is required. Shipments may not be processed without contact information.
- **Delivery Appointments:** Additional fees will apply for scheduled delivery date and/or time.
- **Residential/Commercial:** Shipment must be specified as to whether it is residential or commercial. If the shipment is not specified, then it will be assumed to be commercial. If the delivery is residential, additional fees will apply.
- **Limited Access Delivery:** Additional fees will apply for delivery to the following types of locations (including, but not limited to): schools, colleges and universities without a dock, construction sites, mine sites, nuclear power plants, military bases/installations, parks, farms, ranches, and airports.
- **Reconsignment / Redelivery / Refused Shipments:** Customer will be responsible for any/all reconsignment, redelivery and refused shipment fees. (Refused shipment due to damage will not have additional fees.)

**SHORTAGES:** All claims for shortages on a shipment must be received within (3) days of receipt of shipment.

**OBVIOUS FREIGHT DAMAGE:** If a shipment is received with obvious freight damage, REFUSE the shipment. If you choose not to refuse the shipment, the shipment must be signed "Received as Damaged" and contact Fluidall IMMEDIATELY in order for Fluidall to file a damage claim\*\*. If the shipment was not signed for as damaged where obvious freight damage has occurred, it will greatly hamper the ability of the claims process. If the freight was sent on Fluidall's account, Fluidall will handle the claims process. If the freight is shipped on the customer's account, it is the customer's responsibility to process the claim with the carrier. Fluidall accepts zero responsibility for handling any freight claims that do not ship on its account. Customer has 24 hours from receipt of receiving shipment to contact Fluidall about obvious freight damage. Fluidall reserves the right to request photographs of any damages for claims purposes. If you do not notify Fluidall of damaged goods within the first 24 hours of arrival, our regular return policy will override any claim of damage.

### **CONCEALED FREIGHT DAMAGE: RECEIVER MUST REMOVE WRAP BEFORE SHIPPER LEAVES. IF THERE IS DAMAGE TO THE PRODUCT IT MUST BE SIGNED FOR AS DAMAGED UPON**

**ARRIVAL.** If a shipment is received with concealed freight damage, contact Fluidall IMMEDIATELY upon discovery of the damage. If the freight was shipped on Fluidall's account, Fluidall will handle the claims process. If the freight is shipped on the customer's account, it is the customer's responsibility to process the claim with the carrier. Fluidall accepts zero responsibility for handling freight claims that do not ship on its account. Customer has (3) business days from receipt of shipment to contact Fluidall about concealed freight damage. Fluidall reserves the right to request photos of any damages for claims purposes.



## Shipping and Freight Policy Continued

### SMALL PACKAGES:

**SHIPPING METHOD:** Small packages will ship prepaid via UPS, FEDEX or SPEEDEE unless otherwise specified. Small packages will ship via 3<sup>rd</sup> party accounts (UPS and FedEx) with Fluidall's prior approval. Fluidall will only ship to addresses within the US or Canada that can be verified according to our standards. Fluidall cannot ship to PO, APO or FPO Boxes.

**SHORTAGES:** All claims for shortages on a shipment must be received within (3) days of receipt of shipment.

**DAMAGES:** If merchandise arrives with visible damage, the customer must REFUSE the package back to the carrier attempting delivery. If the package is accepted, it MUST BE NOTED on the carrier's delivery record in order for Fluidall to file a damage claim\*\*. Keep the product and the original box/packing it arrived in, and IMMEDIATELY notify Fluidall. If you do not notify Fluidall of damaged goods within the first 24 hours of arrival, our regular return policy will override any claim of damage.

The common carriers who deliver Fluidall products to you are responsible for loss and damages. Acceptance of the shipment by you, the customer, is acknowledgment that all items were delivered in good condition. It is the responsibility of the receiver to open and inspect all packaged products at the time of delivery. Any damages must be notated by the delivery person or a damage claim cannot be filed. Failure to find and report concealed damages will result in a loss to the receiver.

Shipping charges on returned items are the customer's responsibility. Fluidall will pay for shipping on replacement or exchange item(s) under warranty. The return shipping method is at the discretion of Fluidall.

**\*\*DAMAGES CLAIMS:** Fluidall will handle the claims and replacement process if shipped on Fluidall's account. If the shipment is shipped on receiver or 3<sup>rd</sup> party accounts, it is the customer's responsibility to process the claim with the carrier. Fluidall accepts zero responsibility for handling freight claims that do not ship on our own account. Fluidall reserves the right to request photographs of damages for claims purposes. Damage claims must be filed within 24 hours of receipt of receiving shipment.

### PRODUCT RETURNS:

**MISSING PARTS:** If a product is received with parts missing, the user should call Fluidall immediately. It is advised that customers check all product they have received to verify if any parts are missing. Product that is missing parts will not be given an RA number unless determined to be appropriate by Fluidall.

**RETURNS:** If a customer wishes to return product, they must contact the distributor from who they made the original purchase. The distributor will then call Fluidall for a RA number. When the distributor receives an RA number, they will also receive instructions as to how to return the product. Returns must be shipped back as specified by Fluidall. End users may not return products directly to Fluidall without prior written permission. Shipments that are not received in accordance with the return policies will be refused. Returns must come back from the distributor on the distributor's freight account. Any attempt to send the return back on Fluidall's account will be refused. RA numbers will be valid for (10) days from date of issue. Restocking fees will be processed as below unless otherwise specified by Fluidall:

- **0% Restocking Fee:** This applies to returns due to misshipments by Fluidall which were not opened and that arrive in completely new/original condition.
- **20% Restocking Fee:** Applies to returns due to miss-orders, cancellations, decisions to use a different product or any other customer's discretionary reason that isn't under Fluidall's control. It also applies to any product that must be repackaged due to shipping damage, markings/labeling by distributors or poor condition due to how the item was sent back or if the returned product is missing hardware and the hardware can be replaced at Fluidall's discretion.
- **100% Restocking Fee/No Credit:** This applies if the returned product is unsellable. Specifically, but not limited to: shipping damages, product that has been previously installed, product that has been partially or fully assembled, product that has been modified, or any other factors which would render the product to be unsellable.

The distributor has the right to request the return of any merchandise after notification of restocking fees. Any return to the distributor must ship on the distributor's freight account. Requests for return of product must be made within 10 days after notification. After 10 days, items not returned will be scrapped.