



SAFCO® FREIGHT POLICY

(Effective 1/1/2022)

FREIGHT STANDARD TERMS & CONDITIONS (All Channels)

- Prepaid on all orders of \$1,500 Net or more.
- Orders less than \$1,500 Net:
 - LTL: \$150 Flat rate
 - Small Parcel: \$25 Flat rate
 - Orders containing both LTL and Small Parcel: \$150 Flat rate

MINIMUM ORDERS

No minimum order requirement, however, all orders must be placed in full carton quantities.

FREIGHT PROGRAM

Safco reserves the right to select freight carrier on all free freight shipments. Free Freight includes floor-loaded, dock-to-dock charges only. It does not include inside delivery, will-call orders, orders shipped "freight collect", orders where freight charges are billed to a third party or other special handling. Parcel post or UPS Air available upon request within the United States. Additional charges will apply.

For shipments requiring motor freight outside the U.S., Safco will ship to an inland point of exit, either to your warehouse or freight agent. Documentation must be provided with the order. The bill of lading will state, "bill all freight charges and direct any correspondence to our customer."

Standard delivery is defined as directly accessible or immediately adjacent to the delivery vehicle. If inside delivery and/or lift gate/tailgate services are unforeseen, but required to complete the delivery, this will result in subsequent invoicing by Safco of the charges described above.

ACCESSORIAL CHARGES

Requests for additional services should be included on original purchase orders and are subject to approval by Safco.

Special routing request fees for LTL:

- Call before Delivery – Included. Please specify at order entry.
- Lift Gate Assistance – \$125 for orders requiring a lift gate (no loading dock).
- Inside Delivery – \$50 for delivery to threshold only of first door.
 - Does not include put in place, un-carton, assembly, or trash removal.
 - Local restrictions may apply.
- Additional fees may apply if special routing requests are not specified ahead of time and additional trips are required.

Please contact Customer Service for a quote on the following:

- Expedited Service – specifying guaranteed date of delivery and time.
- Larger Volume orders or Special services requested over 2000 lbs.



Safco is not responsible for issues or costs arising from carrier transit delays, missed delivery appointments, etc.

Other special services will be billed at actual charges, including but not limited to:

- Consignee caused re-delivery, \$50 charge
- Storage
- Labor for Driver Assist
- Guaranteed Timekeeper Delivery
- High Cost/Remote region Delivery (i.e., New York City)

FREIGHT CLAIMS

For cases of noticeable damage, Safco will take responsibility for placing the freight claim and sending out replacement orders at no charge under the following conditions:

1. Product is shipped via a Safco specified common carrier.
2. Noticeable damage to the carton or product, and/or missing product must be noted on the delivery receipt.
 - a. Brief descriptions of the damage are also necessary (i.e., “two Wall Cabinets damaged near top front, and one Flat File carton punctured).
3. The Dealer (customer) must call Safco Customer Care at 888-971-6225 or email info@safcoproducts.com to report the damage or shortage situation.

For cases of concealed damage, Safco will take responsibility for placing the freight claim and sending out replacement orders at no charge under the following conditions:

1. Product is shipped via a Safco specified common carrier.
2. Take a photo to document the damage.
3. Contact Safco Customer Care at 888-971-6225 or email info@safcoproducts.com to report the damage or shortage situation *within 2 calendar days of receipt*.

All product and packaging must be saved for 30 days to allow carrier to inspect/pick up.

If the Dealer (customer) specifies their own carrier, they assume full responsibility for any freight claims. This includes collect and 3rd party billing shipments. Under these circumstances, replacement orders will be sent out at an additional charge.