



FREIGHT POLICY

For full system orders, including panels, worksurfaces and storage components orders of over \$15,000 list price, standard freight charges will be included in the price and will be paid for by Compatico. This includes shipments in the continental U.S. and Canada excluding coastal provinces. All other shipments are paid to the port of exit.

Non-standard freight charges for less-than-trailer load (LTL) orders to be paid by dealers are as follows:

1. Lift gate charge when no dock is available at delivery point \$120
2. Require trucking company to call dealer before delivery \$20
3. Require driver to unload for inside delivery \$150/skid
4. Delivery to a residential area \$75
5. Changing delivery address after shipment is in route \$100
6. Redelivery charge if delivery is attempted (8 a.m. to 5 p.m.) and no one is present \$150
7. Requirement that skids not be stacked on load bars 10% of freight invoice
8. Guaranteed specific time-of-day delivery \$500

Non-standard freight charges for full load carriers to be paid by dealers are as follows:

1. After hours delivery \$350
2. Charges for time trailer is required by dealer to remain at the point of delivery beyond four (4) hours \$100/hr.
3. Requirement that skids be packed for specific floor or area delivery 5% of freight invoice
4. Loading trailer in a specific manner. No extra charge

Compatico will review any other non-standard packaging or shipping requests.

For orders of less than \$15,000 and for parts orders not meeting "full system" qualifications, the price will be quoted FOB factory and will be paid by the dealer. If the dealer has a preferred freight carrier, it should be indicated when the order is placed. Orders will be shipped as close as possible to the approximate shipping date designated on the order acknowledgement. Under no circumstances shall COMPATICO be liable for delay in shipment or delivery of the order or for damages that result from such delay.

Customer Request for Delayed Shipment: If the dealer requests that Compatico delay the shipment of an order, after the order has been in the production cycle over 5 working days, Compatico will try to accommodate. However, the dealer will be assessed any and all storage charges as a result of the delay. In all cases, the order will be completed, billed and stored at dealer expense either in Compatico facilities or by designated freight line.



Redelivery of Freight: When redelivery of merchandise is required because the customer is unable to accept the merchandise and no notification of this fact was given to COMPATICO at least two weeks prior to the scheduled ship date, the actual cost for freight, rehandling and warehousing, plus a 10 percent freight surcharge, will be billed to the customer.

Transit Damage: All merchandise is packed in an approved manner. Inspect all merchandise immediately. If a carton is or appears to be damaged, do not unpack it. Call the carrier for immediate inspection. Notification of concealed damage must be made to the company delivering the goods in writing within the time period allowed by the freight company for making such claims. Title to the goods and risk of loss pass to the buyer once COMPATICO or its vendors delivers its goods to the carrier. Marking specific damage/shortage notes on the bill of lading at delivery before the driver leaves is your best insurance.

CANCELLATIONS/RETURNS

No merchandise will be accepted by COMPATICO for exchange or credit without our expressed written consent before return shipment is made. All freight charges on returned merchandise must be prepaid. COMPATICO will not accept freight collect shipments.