

Wind-lock Freight Policy Guidelines for Dealers/Distributors **Effective April 4, 2024**

IMPORTANT NOTE REGARDING A CHANGE TO ALL FREIGHT FREE POLICIES:

Due to the significant supply chain interruption, extremely unreliable product delivery schedules and a multitude of surcharges & freight cost increases.

The Following Items Are NOT ELIGIBLE for Free Shipping When Shipping Alone; Subject to an Additional \$50.00 Surcharge Even if Shipped with a Free Freight Qualified Stocking Order; List is Subject to Change w/o Notice, Some Exceptions May Apply, Speak with a Wind-lock Sales Representative for More Details:

Ladders or Benches, Dump/Trash Carts, Drywall Carts, Backer Rod, Liquid Cleaners, Starter Trac/Track, Attic Insulation Vents, Housewraps, Most Drop-Shipments, Stealth Access Panels



- **Drop Shipments:**
 - Subject to an Additional \$35.00 Handling Fee
- **Returns (Customer Initiated, Non-Damage Related):**
 - Returned Items Originally Part of a Freight Free Shipment are Subject to Outbound and Inbound Shipping Charges.
 - Not Applicable to Wind-lock Related Order Entry/Shipping Errors
- **Rural Area Transportation Zones Surcharge**
 - A very small percentage of ZIP codes in the United States are subject to what is called a RATZ Surcharge (*Rural Area Transportation Zones*). These regions are very rural and tend to be isolated from major transportation centers and highway/transportation systems.
- **Lift Gate Service Required/Requested**
 - Buyers receiving shipments that require a loading dock or specialized handling equipment must have the necessary equipment for delivery made available at the time of delivery. If on-site materials are insufficient, and a lift gate service is required to unload the delivery, a \$50.00 fee will be added to the order.
- **Residential Delivery**
 - A fee may apply to all residential deliveries and private properties. Any order that does not list a ship-to BUSINESS NAME will be assumed residential and charged accordingly. Please Note: apartments, schools, day cares, camps, farms, public storage facilities, and any building or location not generally considered a commercial zone will be fall under the “private residence” description and incur the fee.

- **Freight Damage**

- Shipments should be thoroughly inspected by consignee as soon as they are received. The signed Bill of Lading is acknowledgement by the carrier of receipt in good condition of shipment covered by the Bill of Lading. **If any of the goods called for on the Bill of Lading are shorted or damaged, consignees should not accept them until the carrier makes a notation on the freight bill of the shorted or damaged goods.**

- **Concealed Damage**

- The consignee should inspect the product immediately upon delivery. A signed Bill of Lading is a legally binding acknowledgement that the package arrived in full and in good condition. If significant damage is obvious upon initial inspection, the consignee should not accept the package until the carrier notes the damage or shortage on the freight bill. Significant damage does not include minor or aesthetic damage, such as scratches or small dents in the packaging material or product itself.

- **When to IMMEDIATELY Notify Your Freight Carrier**

- **If loss or damage of any kind is recognized upon product delivery, the consignee is solely responsible for notifying the carrier. To be eligible for a refund or replacement, this needs to be done as soon as possible. Additionally, the consignee should request that the carrier perform an inspection within 48 hours of delivery. If this is not possible, he or she should compose a signed statement that the carrier has been notified yet failed to perform an inspection upon request. In this statement, note the carrier's name, in addition to the time and date of delivery.**
- If this is not handled correctly and promptly, it will be hard to collect for loss or damages—do not give the carrier a clear receipt if you suspect functional damages to your package. Your claim should be filed with the carrier, along with a cargo loss and damage claim form, multiple copies of the bill of lading, a product invoice, photographs and an inspection claim that is given to you by the carrier after the inspection is complete. Wind-lock is more than happy to help you file your claim, but Wind-lock is not liable for collecting claims or replacing lost or damaged materials that occurred during shipping and/or delivery.

- **Missing or Incorrect Products/Parts**

- Wind-lock has full discretion as to which parts it will consider replacing free-of-charge, but the consignee must identify and report, in full, the missing or incorrect items to Wind-lock's Returns Department within 30 days of date of receipt of order. If missing or incorrect products/parts are not reported within 30 days of the receipt of order, they will not be replaced.