



## EandM Freight Policy

### Freight Policy

Listed below are the definitions for freight charges that may be found on orders placed with our company. EandM reserves the right to revise and adjust these policies from time to time, at its sole discretion.

**Standard Delivery:** (our system default) Parts deliver in 5-10 business days. This applies to all stock and factory stock items. Our default carrier is UPS and default shipping method is Ground. (Software products and all services are handled as an exception.)

**Premium Delivery:** Parts deliver in 1-3 business days and have a premium shipping charge (depending on method). This applies to all stock and factory stock items. Customers who would like parts to ship via premium delivery will need to notify Sales during the ordering process. Our default carrier is UPS.

**Drop Ship:** An order that is being shipped directly from the manufacturer to the customer. Freight will be prepaid and added to the invoice unless the customer uses their own account. The freight charges that are invoiced are the actual freight charges, plus any special charges the manufacturer may charge for the service. When possible, the additional charges will be quoted to the customer.

**Courier Delivery:** Orders that are to be delivered by courier, usually the same day. The customer is responsible for arranging the courier service. Charges will be at customer's expense.

**Freight Line:** Used for delivery of heavy items that must be delivered by truck typically on a pallet. The freight charges added to the invoice will be the actual freight charges, plus any special handling charges the carrier may charge for the service.

**Will Call:** An order that the customer is picking up at an EandM location. Customers will not be charged outbound freight. Special order items may require an in-bound freight charge.

**Your Acct:** We will be shipping on the customer's account as requested by the customer. The shipping charge is billed to the customer's account. The rates are then solely between the customer and their selected carrier.

**Please Note: Once product has shipped, shipments that require rerouting, holding, or delayed delivery due to customer changes or customer location closure, may result in additional shipping charges invoiced to the original PO, as charged by the carrier.**

The customer is responsible for all return freight charges. All products must be returned to EandM's Healdsburg office using the correct shipping label format (see General). Standard ground freight to ship products from EandM to the manufacturer and from the manufacturer to the customer are included in the Warranty. If overnight or other premium delivery methods are requested by the customer, the cost of those freight charges will be billed to the customer.

The product will be returned to the manufacturer for repair or replacement from the manufacturer's service inventory. A replacement will not be sent from EandM inventory.