



FREIGHT POLICY 2021

1. LTL (LESS THAN TRUCKLOAD) AND SMALL PARCEL SHIPMENTS

- The Poly-Tex 'Cost with Freight' Level D includes the shipping cost to a residential or commercial address in the 48 contiguous United States. We will not ship to either Alaska or Hawaii. We do not ship to Canada. Please verify the shipping address is a valid street address that is accessible to a semi-truck. We must also have a phone number for delivery.

2. LTL CURBSIDE (OR TAILGATE) SERVICE

- Please note our prepaid LTL shipments are shipped curbside which means the semi-truck will pull up to the curb at the residence. The semi-truck driver is not required to remove the product from the truck. Your customer will have to be home for delivery and in most cases will need 1-2 people to take the product off the semi-truck. Please be sure your customers know this. There are usually 2-3 boxes per pallet so once the pallet bands are cut, it will be easier to unload each box. The truck driver will call your customer to set up delivery so it is very important for us to have a valid phone number.

3. LTL LIFT GATE SERVICE

- If you or your customer require lift gate service, there will be an upcharge as below.
 1. \$100 at the time the order is placed (must be noted on the order)
 2. \$150 if we have to add the lift gate service after shipment has left Poly-Tex

With lift gate the semi-truck driver will assist in removing the product from the truck. Your customer will need to know they have to be home for delivery.

Lift gate is not available on select items including the 13' Feria Patio Covers and the San Remo Sun Rooms.

4. LTL DELIVERY

- The freight company will make a delivery appointment before attempting to deliver the shipment. If the driver attempts to make a delivery on the agreed upon appointment window and the customer is not there to accept delivery, they will be subject to redelivery charges for every attempted delivery thereafter. If for whatever reason your customer cannot be reached and storage charges incur, you or your customer will be responsible for the storage charges.

5. RETURNS (LTL AND SMALL PARCEL)

- If a customer is not home for delivery or refuses shipment for whatever reason, Poly-Tex will charge a 20% restocking fee along with any added freight charges associated with the returned shipment. Credit will not be given until the product is returned to Poly-Tex.

If the customer decides to return the product due to buyer's remorse, the customer is responsible for the freight back to Poly-Tex. When the product is received and is in re-sellable condition, you will be given credit less a 20% restocking fee.

6. ALL CORRESPONDENCE AND QUESTIONS CAN BE DIRECTED TO:

- Phone: 877-627-8476
Email: hobby@poly-tex.com

7. WAREHOUSE ADDRESS FOR RETURNS

- Poly-Tex, Inc.
RMA# _____
9601 Newton Ave. S., Suite A
Bloomington, MN 55431
Phone: 651-463-6937

8. DAMAGED SHIPMENTS (LTL AND SMALL PARCEL)

- Your customer should check the cartons for signs of damage and for LTL shipments note any damage on the delivery documents retained by the driver. We also recommend that they take photographs of the damage. If the damage is excessive, they should refuse the shipment. If they sign for the LTL delivery without noting damage, it means they accept the item as is. If they later find damaged or missing parts after opening the cartons, our customer service department at 877-627-8476 will work with them directly to resolve the problem.

9. AN EXAMPLE OF LTL LANGUAGE FOR YOUR WEB SITE

- "Special note on LTL shipments. Please read before placing your order. Your LTL shipment will be delivered "curbside" which means the driver is only responsible for delivery of the shipment to the property and not to any other area on your property. Please make sure arrangements are in place ahead of time to unload your delivery as someone must be available to sign for the delivery and unload. Failure to remove the shipment from the truck at the delivery site may cause the shipment to be returned. Should this occur any additional fees will be the customer's responsibility. Lift gate service is available for some LTL deliveries for an added fee. With lift gate deliveries the product will be lowered to the ground. Please keep in mind lift gate is an additional service that is not automatically provided with your order unless requested at the time the order is placed."