

## Small Package Freight Program - Effective 3/14/19

**For stock orders that have a total weight, including packaging, under 75lbs.**

**\*The small package freight program does not apply to: Drop Ship Orders, Large Package Shipping and Shipments greater than 75lbs nor is it applicable to customers with special pricing and/or shipping programs. Please consult customer service if you are not sure if your order qualifies.**

FedEx Ground/FedEx Saver/UPS Ground	
State	Cost
AR, IA, IL, IN, KS, KY, LA, MI, MN, MO, ND, NE, OH, OK, SD, TN, WI	\$15.00 minimum or 8% of order total
AL, AZ, CO, CT, DE, FL, GA, MA, MD, ME, MS, NC, NH, NJ, NY, PA, RI, SC, TX, UT, VA, VT, WV	\$18.00 minimum or 10% of order total
CA, ID, MT, NM, NV, OR, UT, WA, WY	\$25.00 minimum or 11% of order total

### Additional Small Package FedEx/UPS Fees

**Residential Delivery:** An additional \$4 per box will be added to the above freight rates at the time of invoicing,

**Additional Handling Surcharge (48" - 92"):** An additional \$20 per box will be added to the above freight rates at the time of invoicing for each package that is between the sizes of 48" and 92".

**Large Package Fee (<93"):** Any packages over 93" will incur a \$95 per box fee for commercial addresses and a \$115 per box fee for residential addresses and will be billed at a 90lb weight. All additional charges will be added to the above freight rates at the time of invoicing. Due to FedEx and UPS surcharges, all large packages are typically \$150 or more.

\*To avoid the large package fee, 96" mouldings can be cut down to 92" upon request. 92" mouldings have the additional handling surcharge of \$20, but would not have the FedEx and UPS large package fee of \$150+. Cut mouldings can not be returned.

**COD:** All states, all orders. The charge is \$14.50 per box.

**UPS & FedEx determine residential status. Many commercial locations are considered residential by UPS & FedEx. All surcharges and additional fees are directly from FedEx and UPS. We have no ability to change these fees.**

**We are happy to ship under your FedEx or UPS account number at any time.  
To set this up, please contact your customer service representative.**

Customer is responsible for **ALL** freight charges, unless otherwise negotiated.

**It is the responsibility of the Customer to confirm that the delivery address meets the criteria for a business.**

**Any subsequent freight charges applied by a carrier for Residential Delivery, Redelivery, Life Gate service, etc. will be the responsibility of the customer and may be invoiced 2-4 weeks after delivery.**

Every effort will be made to minimize Freight & Handling charges. Designs of Distinction® may contact the Customer with a recommendation to revise the shipment method at the time an order is packaged if a lower cost may apply.

**It is the responsibility of the recipient to verify the condition of the goods received and note any shortages or damage on the carrier's documentation at the time of delivery.**

- ◆ Our terms of sale are FOB Lincolnwood. The responsibility for damage in transit is the carrier's, whether it is visible or concealed damage.
- ◆ Inspect your shipment immediately. Insist that visible damages be indicated on all copies of the freight bill.
- ◆ Open boxes within 15 days of delivery and inspect for concealed damages and report any discrepancies. No adjustments will be made for discrepancies not reported within 15 days of receipt.
- ◆ In case of damaged LTL shipment, retain all packaging and notify the delivering carrier immediately. The carrier may wish to inspect the material. Place a phone call to the delivery carrier and confirm with a written report, holding a copy of the report for claim purposes.
- ◆ In case of a damaged FedEx package shipment, retain all packaging and notify Designs of Distinction® immediately.
- ◆ We take every precaution to ensure safe arrival and have consulted with the carriers to develop packaging. Our responsibility for the goods ceases when the shipment is turned over to the carrier.
- ◆ Claims of damages must be made by you to the carrier within 15 days of receipt of delivery.

### **Returned Goods Policy**

All products returned to Designs of Distinction®, must have the following:

- ◆ RMA number on the outside of box. Call our customer service rep to receive RMA number.
- ◆ ALL original packaging including interior protective boxes/materials. Should materials be missing, you may re-package product so as to protect all corners, edges, ends, etc. from damage.
- ◆ Should product be returned with damage due to inadequate protection, a credit will not be issued.
- ◆ All returned product must be returned in 30 days and must be in original condition unless Designs of Distinction® is advised of a problem prior to issuing of RMA.
- ◆ Returns for damage must be requested within 7 days of receipt of item.
- ◆ A restocking fee of 15% will be applied to all returns unless defective product.
- ◆ Product must be returned to Designs of Distinction® freight Prepaid unless other arrangements are made with Designs of Distinction®.
- ◆ Returns will not be accepted after 90 days.

**Designs of Distinction® by Brown Wood, Inc.**

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