

## Freight & Handling Charges - Effective 2/1/17

Freight & Handling charges may be determined by calculating a percentage of the Net Order Total, using the following FedEx Ground/Saver or LTL tables and adding any appropriate fees that will apply for a particular shipment. Note that the Net Order Total is based on the Designs of Distinction's net cost to you, the customer. The following calculations of freight & handling apply to stock Designs of Distinction® catalog products only. *May not be applicable to customers with special pricing and shipping programs.*

FedEx Ground/Saver Freight & Handling <small>Typically woodcarvings and/or mouldings up to 8' lengths</small>	DOD Customer Net Order Total			
	State	\$0 - 499	\$500-999	\$1,000+
AL, AR*, CO, IA*, IL*, IN*, KS, KY*, LA, MI*, MN*, MO*, ND*, NE, OH*, OK, SD*, TN*, WI*, WY		\$14.99	6%	4%
CT, DE, FL, GA, MA, MD, ME, MS, NC, NH, NJ, NY, PA, RI, SC, TX, UT, VA, VT, WV		\$18.99	7%	5%
AZ, CA, ID, MT, NM, NV, OR, WA		\$25.99	7%	5%

\*States with an asterisk will be sent FedEx Ground and will receive their products in 1-2 days. States without an asterisk will be sent FedEx Saver and will receive their products in 3 days.

- ♦ **COD - All states, all orders: The charge is \$12.50 per box.**
- ♦ **FedEx Ground/Saver Residential Delivery** is an additional \$5 charge.  
For orders including mouldings up to 8', an additional \$15 charge applies for orders under 45 LF.

LTL (Less Than Truckload) Freight & Handling <small>Typically orders that contain 6" columns or weights above 100lbs</small>			DOD Customer Net Order Total		
State	Freight Charge (up to 500lbs)		\$0 - 499	\$500-999	\$1,000+
IA, IL, IN, KY, MN, MO, OH, WI	Dayton Freight 90\$	+	\$14.99	6%	4%
AL, AR, CO, KS, LA, MI, ND, NE, OK, SD, TN, WY	FedEx Freight \$160		\$14.99	6%	4%
CT, DE, FL, GA, MA, MD, ME, MS, NC, NH, NJ, NY, PA, RI, SC, TX, UT, VA, VT, WV			\$18.99	7%	5%
AZ, CA, ID, MT, NM, NV, OR, WA			\$25.99	7%	5%

- ♦ **LTL Residential Delivery** is an additional \$130 charge.
- ♦ **Lift Gate charge** for unloading palletted/boxed/crated freight when there is no loading dock must be quoted per order based on total order weight.
- ♦ **Additional charges may apply for special services such as Appointments, Reconsignment, Inside Delivery, etc. Call Customer Service for a quote when special services are required.**

*Designs of Distinction® reserves the right to change pricing at any time.*

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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