

## American Wonder Porcelain Freight, Shipping Policies

Updated 9/1/21

### FOB Shipping

**ALL American Wonder Porcelain (AWP) orders are sold FOB Shipping (Buyer is responsible for the goods from the shipping dock point). AWP is not responsible for products damaged in transit.**

### Shipping / Delivery Arrangements

It is the Customer's responsibility to:

- organize shipping via common carrier freight, UPS ground, Fed Ex Ground, etc. unless otherwise specified.
- schedule delivery appointments.
  - o AWP Customer Service will work with your team as necessary to assist in this process.

Customer Service will provide tracking information upon request.

For business deliveries with a loading dock that do not require a delivery appointment, the receiving party listed on the shipping address of the order should contact the trucking company directly to coordinate delivery date and time. The receiving party is required to meet the truck at the time of delivery to avoid redelivery charges.

For all business deliveries via freight truck, trucking companies assume businesses are open and staffed to receive Monday-Friday during normal business hours. It is the Customer's responsibility to contact the trucking company to arrange a specific delivery appointment as needed, if one is not already arranged at the time of order.

### Estimated Delivery Timing

In most cases, AWP will ship in-stock products within 1-5 business days. Custom and special-order products typically have longer lead times. Please confirm lead times, based on production, with your AWP Sales Representative or Customer Service before placing the order. If you

require products delivered by a certain date, please contact Customer Service to verify your product availability.

Once your order is processed and confirmed your order will be sent to the warehouse for staging for delivery.

### **Delivery Refusal**

If the customer refuses delivery for reasons other than those agreed to in writing within the order document, the customer will be responsible for all initial shipping plus re-delivery charges.

A 20% restocking fee will be charged for all returned items unless verified by Customer Service.

### **Limited Access Issues**

As previously stated, it is the Customer's responsibility to make shipping arrangements. AWP suggests customers address any potential freight issues with their carrier of choice at the time the arrangements are booked. In most cases freight deliveries will be made in a full size 48 ft – 53 ft. tractor trailer combo. As a result of the truck size, access issues may include, but are not limited to:

- A delivery truck may have difficulty reaching the location.
- A delivery truck cannot turn around in the area.

Carriers will bill back to the customer if delivery is attempted and cannot be completed because of unknown limited access issues.

### **Shortage Claims**

It is the customer's responsibility to review the delivery and respond to AWP in writing regarding order shortages within 24 hours of delivery. AWP will respond to the shortage claim within 1 to 5 business days. If the claim is found to be valid, AWP will reimburse the cost of the missing product and reship on the customer's next scheduled delivery. If the replacement product is needed in a different timeframe, the customer should provide the shipping arrangements.

## Misshipments

It is the customer's responsibility to review the delivery and respond to AWP in writing regarding misshipment (incorrect product color, size, etc.) within 24 hours of delivery. AWP will respond to the misshipment claim within 1 to 5 business days. If the claim is found to be valid, AWP will reimburse the cost of the incorrect product and reship on the customer's next scheduled delivery. AWP will also advise the customer of next steps for the incorrect product and work with them to make shipping arrangements. If the replacement product is needed in a different timeframe, the customer should provide the shipping arrangements.

## Damages

As previously advised, AWP is not responsible for products damaged in transit. It is the Customer's responsibility to resolve all issues of damaged freight with the carrier.

AWP suggests customers implement the following best practices:

### SUGGESTED GUIDELINES (these are suggestions only):

- Inspect all packages/pallets for any potential damage upon delivery.
- Indicate/list all damages on the Bill of Lading, with the drivers' signature, the recipient's signature and date.
- Photograph the damages both while on the truck and off the truck for evidence that will assist with a product damage claim.
- Contact the carrier to file a claim/resolve as quickly as possible.

Please direct all questions about the Freight or Shipping Policies listed above to Customer Service:

[customerservice@wonderporcelain.com](mailto:customerservice@wonderporcelain.com)