



## Shipping Method

Shipping charges are based on weight and distance and are added to your invoice at the time of actual shipment of merchandise ordered.

Most items are shipped via UPS standard ground.

Large items and heavy equipment must be shipped by common carrier. For large items you will be contacted after the order is received to determine delivery location (business, residential), freight costs and other delivery requirements.

Please note common carriers are only required to make the delivery and are not required to assist in unloading the items. It is recommended that deliveries be made to a business address with a fork lift or loading dock. It is the customers responsibility to unload these items at the destination. There may be an additional charge if a lift gate is required.

## Freight Claims

Title or ownership of the merchandise passes to you when the carrier moves them from our dock into their truck. You are responsible for filing claims with the carrier for loss or damage in transit. The Expediter will furnish you with copies and other documents to assist you in preparing your claim if necessary. On any shipments that show obvious signs of damage or shortage, accept the shipment, but make a notation on the carriers freight bill or delivery receipt regarding such damage. Hold the merchandise and the shipping carton for inspection and file claim with the delivering carrier. Please notify The Expediter at once on damaged UPS shipments and be sure to retain the original packaging. Do not return freight-damaged merchandise to The Expediter. If there are any shortages in packing, they must be reported to The Expediter at [expinfo@expediter.com](mailto:expinfo@expediter.com) within 10 days of receipt.

## Returns

**No merchandise may be returned without a Return Goods Authorization (RGA) number** from The Expediter. Authorized returns must be prepaid and will be subject to a 15% restocking charge. All returns must be made within 60 days of purchase. Defective merchandise, any in-warranty items, will be handled in accordance with that manufacturer's warranty program, and should be returned to the manufacturer. **A copy of the original invoice must accompany all returns.** Returned goods are accepted in saleable condition only.

## Warranties

The Expediter makes no guarantees or warranties. All merchandise is sold under the terms of the manufacturer's original warranty and should be returned to the manufacturer for warranty issues. Copies of warranties may be obtained by contacting The Expediter at [expinfo@expediter.com](mailto:expinfo@expediter.com).