

SHIPPING INFORMATION

Prices listed in our catalogs are delivered list prices. For orders over \$5,000 list, SurfaceWorks will prepay freight charges unless prior arrangements have been made. Delivered pricing is based upon ground transportation, business location, and dock-to-dock delivery. SurfaceWorks retains sole discretion on carrier selection for all shipments designated as delivered. Delivered pricing does not include the below items, which are subject to additional charges and invoiced as necessary:

- Labor to unload trucks
- Scheduled delivery
- Inside delivery
- Call before delivery
- Absence of loading dock
- Lift gate truck
- Expedited shipments
- Re-consignment charges
- Storage charges
- Inability to accommodate semi-trailer truck
- Redelivery charges
- Non-Business hours or weekend delivery
- Residential delivery
- Construction site delivery
- Government location security charges
- Trade show or convention center charges
- School/University location charges

ESTIMATED SHIP DATE

The estimated ship date on the order acknowledgement is not guaranteed. This date may change during the production schedule. SurfaceWorks is not responsible for labor, expedited shipping charges, furniture rental, or other costs that may result from a change of ship date.

SCHEDULED DELIVERY/GUARANTEED DELIVERY

Scheduled/guaranteed delivery is not included in SurfaceWorks delivered pricing. SurfaceWorks will try our best to accommodate specific delivery dates however this is not guaranteed and SurfaceWorks will not be responsible for late deliveries or any costs associated with a late delivery. If scheduled/guaranteed delivery is required for your order, customers can request scheduled/guaranteed delivery for an additional expedite charge. In the event that the scheduled/guaranteed delivery is missed, SurfaceWorks will reimburse only the amount of the expedite charge. No additional charges beyond the expedite fee will be reimbursed.

U.S. SHIPPING/FREIGHT CHARGES

All orders less than \$5,000 list are subject to a shipping and handling charge up to \$175.00 net for U.S. Mainland destinations. Other U.S. destinations such as Hawaii and Alaska: freight is prepaid to mainland point of exit. Ocean freight is not included.

CANADA SHIPPING/FREIGHT CHARGES

All orders less than \$5000 list are subject to a shipping and handling charge up to \$250.00 net (or as per dealer agreement) for Alberta, British Columbia, Manitoba, Ontario, Saskatchewan, southern Quebec, Newfoundland, Halifax, Nova Scotia, New Brunswick and Quebec. Other Canada destinations: please call for a freight quote. Freight delivered price includes customs duties and brokerage fees for import from the US into Canada. Prices DO NOT include applicable Goods and Services Tax (GST), Provincial Sales Tax (PST) or Harmonized Sales Tax (HST). SurfaceWorks is not registered as a Non-Resident Importer (NRI) and is not authorized to collect GST, PST or HST. It is the responsibility of the purchaser to pay all applicable tax. All catalog prices, quotes, invoices and payments are in U.S. Dollars. If you prefer to pay in Canadian Dollars, add 30% to the U.S. Dollar amount.

OTHER SHIPPING DESTINATIONS

International freight is prepaid to the port of export. SurfaceWorks is not responsible for brokerage fees or customs duties related to shipments outside of the U.S. and Canada.

FREIGHT DAMAGE AND CLAIMS

All product is packaged in compliance with carrier's specifications. Upon receipt, all cartons must be carefully inspected for any damage. Any damage to packaging materials or product must be noted on carrier's delivery receipt. Customer has three (3) days to report damage noted on carrier's receipt or for concealed damage discovered after delivery. Both packaging material and contents must be retained for carrier's disposition. Customer must complete the SurfaceWorks Claims Request form and submit it along with the required photos. Shortage claims must be reported to carrier within three (3) days of date of receipt.

DAMAGED/DEFECTIVE UPON ARRIVAL

Do not install damaged or defective product. Accepting and installing damaged/defective product voids its eligibility for replacement.

STORAGE & RE-DELIVERY

Upon completion of manufacturing the product, SurfaceWorks will ship merchandise. If customer requests delay in shipment, we will make arrangements to store merchandise at customer's expense. Transfer to storage will enact transfer of ownership to customer for all purposes including invoicing and payment. If a delivery date change or delay is requested within seven days prior to scheduled ship date, the actual cost for freight, storage and handling will be billed to customer.