

Patrician

Patrician Truck, FedEx & Common Carrier Shipping Policy

Freight Charges for Fully-Assembled Non-Contract Orders (Orders priced off of the Retail Price Grids)

FedEx Ground Shipping	Blind size up to 96"	\$ 5.00 per Blind/Shade
FedEx Oversized Shipping	Blind size from 96-1/8" to 105"	\$ 55.00 per Blind/Shade (Up to 2 units. Multiple oversized blinds will ship Common Carrier)
Common Carrier Shipping	Blind size over 105-1/8"	\$ 150.00 flat charge per invoice (Up to 25 units; over 25 units a freight quote is required)

Note blind size with regards to Vertical Blinds refers to blinds over 96" in width (including valance) finished size and/or 96" in total finished length. Valances are typically 2" wider than the blind and it will be considered part of the total size of the vertical.

This policy does not apply to expedited, Same Day, Express, Air Freight, Overnight, 2nd Day, or 3rd Day shipping services. Additional rules, restrictions and limitations apply. Please contact sales for applicable surcharges and rate quote.

All prices are in U.S. Dollars and do not include freight, duties or taxes for shipments to Alaska, Hawaii or Canada. Customer is responsible for all shipping/freight charges and/or fees to these locations. 2nd Day and Next Day shipments to Alaska & Hawaii will incur additional charges. Other surcharges may apply (i.e. residential delivery, lift-gate, ferry fees, inside delivery, call before delivery, call notification, etc.) GST and VAT is not included in pricing. Please provide email address when ordering for contact by the freight carrier.

FedEx Ground Freight Damages:

- Driver must wait for all merchandise to be inspected and verified as received in good condition. Damages to merchandise shipped via FedEx Ground should be marked and signed for as damaged at the time of delivery. Additionally, photos of the damaged boxes or product should be submitted. Patrician must be notified immediately after the date of the attempted delivery.
- Claims for concealed damage or shortage must be filed within **5-days** of delivery date.
- The respective portion of an order reported damaged via FedEx ground will be remade at no charge.
- Patrician reserves the right to request the product back from the customer.

FedEx Freight & Common Carrier Freight Damages:

- It is the responsibility of the customer to inspect FedEx Freight and Common Carrier Freight shipments thoroughly to determine if there is any external or internal damage to the enclosed product. Please inspect shipments for dents, footsteps, wrinkling in the cardboard boxes, or areas of the boxes that appear to be pushed in. By accepting the shipment "in good condition," the customer acknowledges that product is damage-free and in good working order. Damage to the enclosed product cannot be claimed once you have accepted the product from the freight carrier. If the customer determines that any part of the product is damaged, they must sign for the shipment noting on the Bill of Lading, "Product Arrived Damaged." If it is determined that the entire shipment is damaged, the entire delivery should be refused. Driver must wait for all merchandise to be inspected and verified as received "in good condition". Damages to merchandise shipped via FedEx should be marked and signed for as damaged at the time of delivery. Additionally, photos of the damaged boxes or product should be submitted. Patrician must be notified immediately after the date of the attempted delivery. Any claims made **after 5-days**, will be denied.

Patrician Window Coverings, Inc. Dealer Deliveries via Patrician's Company Truck will incur the following charges:

Orders for fully-assembled product delivered via Patrician's Company Trucks to commercial store fronts in commercial zones only (no residential deliveries):

- Monday – Galveston/South & South-East Houston \$2,500+ total of all orders free delivery; under \$2,500 a \$20.00 per delivery fee will be applied.
- Tuesday – Dallas \$2,500+ total of all orders free delivery; under \$2,500 a \$70.00 per delivery fee will be applied.
- Wednesday – West & South-West Houston \$2,500 total of all orders free delivery; under \$2,500 a \$20.00 per delivery fee will be applied.
- Thursday – North Houston/North-West Houston/Conroe/Humble \$2,500 total of all orders free delivery; under \$2,500 a \$20.00 per delivery fee will be applied.
- Friday – San Antonio/Austin \$2,500+ total of all orders free delivery; under \$2,500 a \$70.00 per delivery fee will be applied.

Customer is responsible for counting, inspecting and signing for all packages at the time of delivery. Patrician is not responsible for any damage or loss to product left at the delivery location without signature. If delivery without signature is requested, Patrician must have a release in writing on file.

Note: Custom-Made & Ready-Made Vertical Headrails, PVC Vanes, Fabric Yardage and all other components do not constitute fully assembled product and are subject to the additional freight charges.

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