

EXUS SHIPPING AND FREIGHT POLICY

Shipping of finished product is available. Due to the nature and size of plantation shutters, most shutters will be shipped via common carrier, LTL Freight.

Our policy is outlined below:

1. Shutters will generally be palletized for shipment. We strive to palletize in the most secure method to avoid product damage or loss.
2. Exus, nor the common carrier assigned to deliver product are responsible for the removal or disposal of pallets or packaging materials
3. Shutters that arrive with visible damage to any of the packaging needs to be noted on the freight bill that the driver will provide for signature. Do not sign this unless you note in writing that there was visible damage to the shipment. If visible damage is not noted on the freight bill, Exus nor the common carrier (freight company) will be responsible for the damage, or replacement of damaged items.
4. Shutters that arrive with no visible damage to any of the packaging, but have concealed damage after packages are opened require that the damage be reported in writing to Exus within **5 (five) calendar days** of receipt of the shipment. Any reports of concealed damage beyond **5 (five) calendar days** will not be honored by Exus, nor the common carrier.
5. Under no circumstances should a shipment be refused or rejected for any reason including visible damage. Any damage or additional damaged caused by shipment refusal will be the responsibility of the receiving party.
6. Shipping rates vary based on shipping destination and will be outlined upon account set-up. Rates will be based on the square footage of an order shipped, but are subject to additional fees as described below.
 - A. Minimum Charge
 - B. Residential Delivery Fees
 - C. Appointment/Call in Advance
 - D. Limited Access Delivery
 - E. Re-Delivery
 - F. Re-Consignment
 - G. Incorrect Address or information
 - H. Lift Gate Required
 - I. Inside Delivery
 - J. Construction, Hospital, School, High Rise Delivery
 - K. Oversize package or pallet
7. Additional fees that are billed by the common carrier post-shipment will be re-billed to the receiving party.

Signature: _____

Printed Name: _____

Date: _____