



Freight Program

April 1, 2022

Common Carrier Dealers		
Tailgate Charge \$50.00 <i>if required</i>	\$ 3000 +..... \$ 1500 up to \$ 2999	Free Freight 50/50 shared
Piazzetta Stove Charge		
Northern Ontario	Less than 3 stoves	\$120 Per Stove
	3 + stoves	\$ 90 Per Stove
All Other Areas	Less than 3 stoves	\$ 70 Per Stove
	3 + stoves	\$ 55 Per Stove
Pacific Energy Upcharge		
Northern Ontario	Less than 3 stoves	\$ 70 Per Stove
	3 + stoves	\$ 40 Per Stove
Courier Shipments		
Items that can be sent by courier must be lightweight, well packaged, and meet size/qty limitations. Ask for details.	\$ up to 499..... \$ 500 – 999..... \$ 1000 +	100% freight charge \$ 40 flat fee maximum Free Freight

**** Balance of freight above stove charge will be shared 50/50**

- All common carrier shipments via carrier of our choice. If customer requests another carrier they are responsible to pay the difference in price.
- Net Foundry Invoice amount is calculated as the subtotal amount not including tax, freight, or payment discounts.
- **ErthCOVERINGS, PELLETS, CULTURED STONE and ISOKERN:** Common Carrier Dealers eligible for a 5% freight allowance. Any freight beyond 5% will be surcharged. Not eligible for free freight.
- Common carrier and courier orders received before 3:00 p.m. will ship the next business day. Account must be current.
- Shipments via courier will be shipped by UPS or Purolator.
- All back orders will be shipped with your next order unless otherwise instructed. Backorders are not shipped prepaid.
- It is the responsibility of the customer to inspect shipments carefully. Damages must be signed off on the bill of lading and pictures taken. The **FOUNDRY FREIGHT PROCEDURES** must be followed to process any freight claims.
- For deliveries marked **NO SIGNATURE REQUIRED**, The Foundry cannot be held liable for any damages or missing pieces. Leaving a note is the same as signing for products in good condition.
- All shipments utilizing common carrier **TAILGATE, RESIDENTIAL DELIVERY, SMALL TRUCKS, CARRY-IN or APPOINTMENT CALL** are subject to additional charges.
- Requests for specific delivery times will be noted on the bill of lading and may incur an additional freight charge. However, delivery times are out of our control.
- **Please be aware that we are being charged should a driver be kept longer than 15 minutes for unloading. Additional charges will be the responsibility of the dealer.**



FREIGHT PROCEDURES

1. INSPECT AND COUNT FREIGHT CAREFULLY:

When freight arrives at your premises, count it and inspect it thoroughly before signing the driver's copy of the Proof of Delivery.

2. WHAT TO FILL OUT ON BILL OF LADING:

Driver Time In and Out. Driver Signature and Receiver Signature. Note if tailgate was required. If there are damages or shortages see below.

3. IF THERE ARE DAMAGES, SHORTAGES OR SHIPMENT IS REFUSED:

Make sure they are described in full on the delivery receipt. DO NOT sign as 'Subject to Inspection' or 'Cartons Open', as this does not describe the freight damage or shortage. If the Proof of Delivery does not note the damage or shortage, no freight damage claim can be submitted.

Advise your Foundry inside customer service rep of the damage or shortage **IMMEDIATELY** after receiving the shipment. He/she will then initiate a claim with the transport company on the dealer's behalf. An RMA will be processed for shipments that were refused and returned to The Foundry by the carrier.

4. PHOTOS:

If possible, the dealer should take photographs of the damaged part(s), and email them to their inside customer service rep to be added to the claim file.

5. RETAIN DAMAGED GOODS:

All damaged goods (including all packaging material) should be retained at the dealer's location until the claim is settled. If the claim is approved by the transport company, the damaged product becomes their property. If the claim is denied, The Foundry will determine the disposition (field scrap or return to The Foundry) and advise the dealer.

6. "NO SIGNATURE REQUIRED":

If no one is available at the dealer's location to receive the shipment and it is dropped "No Signature Required", the dealer waives the right to claim for ship damage or shortages. If the dealer requires replacement parts, they will be processed at the regular cost & freight charges will apply.

7. DEALER CREDITS:

Dealer credits for damaged product (and freight, where applicable) will not be issued until the claim has been approved by the transport company. Typically, it can take the transport company up to 2 months or more.