

# General Freight Policy

(delivery within the 48 contiguous United States)

Order Amount	Freight Terms
\$0 to \$1,499	FOB Factory
\$1,500 to \$2,999	10% Freight Allowance on the net value of the order if paid within terms.
\$3,000 and up	FFA (Full Freight Allowed) within the contiguous U.S., and to a single point

- Diesel fuel surcharge may be charged on all orders (parcel, LTL, TL) based on market conditions.
- \$25 handling fee for rush orders.
- Customers outside the 48 contiguous states please call for freight information.

## Freight Exceptions

- Split Shipments: Customers will not be penalized on freight terms for items that must be shipped from various FloraCraft locations.

## General Terms

- New Customers: Minimum opening order is \$2,000 to a single shipping location.
- Small Order Fee: \$15 handling fee for orders less than \$250 to a single location. Full freight charges will also apply.
- Payment Terms: Net 30 days (with approved credit)  
Or: MasterCard, VISA, Discover, American Express, Check in advance of shipment. An ACH/Debit Card account can be set up in advance.
- Shortages & Damages: Shortage or Damage Claims must be submitted to FloraCraft within ten (10) business days of receipt of order. Shortages and damages must be signed for and noted on the Proof of Delivery at the time of delivery.
- Carrier Selection: FloraCraft reserves the right to select carrier based on the best price and service. Customers may specify a carrier, however, will be responsible for the difference in the freight cost.

- C.O.D. Shipments: FloraCraft Corporation will not process C.O.D. merchandise shipments.
- Export Orders: Export Shipments subject to the above terms and following conditions.
  - Standard freight allowances only apply to less-than-container load shipments to designated forwarder within the 48 contiguous United States.
  - All full container load shipments are shipped Ex Works FloraCraft Warehouse, and are exempt from any freight allowances.
  - Orders must be paid in full prior to shipping. Payment options include: VISA, Mastercard, Discover, American Express, or bank-wire transfer.
  - All invoices are provided and must be paid in US Dollars.
  - For shipments in which FloraCraft arranges the transportation to freight forwarder, all damages and/or shortages must be signed for at time of delivery by the freight forwarder or no claims will be accepted.
  - Please direct international inquiries to FloraCraft Customer Care Team at 1-800-253-0409, 1-231-845-5127, or [cs@floracraft.com](mailto:cs@floracraft.com).