

# General Freight Policy\*

(delivery within the 48 contiguous United States)

Order Amount	Freight Terms
\$0 to \$1,999	FOB Factory Warehouse
\$2,000 to \$3,499	10% Freight Allowance on the net value if paid within terms, but not to exceed total freight charges.
\$3,500 and up	Free Freight within the contiguous U.S., and to a single point

- Minimum order \$300.
- A Transportation Surcharge of 4% will be added to ALL domestic invoices and 5% on all international invoices.
- Additional freight carrier accessorial service charges such as Lift Gate, Limited Access, etc. will be billed to the Customer as applicable. This charge will be applied regardless if free freight is achieved.
- \$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. First initial opening order must be placed on Credit Card.
- Small Order Fee: \$25 handling fee for orders less than \$300 to a single location. Full freight charges will also apply.
- Payment Terms: Net 30 days (with approved credit) from Invoice date (not Receipt of Goods date). Or: MasterCard, VISA, Discover, American Express, Wire Transfer or, Check in advance of shipment. An ACH withdrawal can be set up in advance.
- Credit card payment not allowed for Terms customers
- Customers must maintain a minimum purchase volume of at least \$3,000 annually. Customers with a purchase volume below the annual minimum may no longer be eligible to purchase or receive Net Terms and will be referred to a FloraCraft Corporation's distributors.
- 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 or FloraCraft reserves the right to deny those claims.

- Returns: Returns may be requested within 10 days of receipt of product. Product being returned must be in original, undamaged packaging. All returns require return authorization from customer service. Customer is responsible for return freight plus 15% restocking fee. Closeouts and seasonal product are not eligible for returns.
- Unused credits must be used on the next order but in all cases will expire no later than 6 months after credit date.
- 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.

\*Exceptions may apply