



## **LTL (Zone 3 & Zone 4) Orders & Shipping Policy**

### **Quotes and Order Processing:**

- Send an email to [orders@cbennett.net](mailto:orders@cbennett.net).
- Call the Distribution Inside Sales/Support Phone number **(800) 530-5601**.
- Fax your request to **(636) 379-9863**.

When an order has been processed, you will receive an auto-generated email confirmation. Please review the order confirmation for accuracy to avoid errors and/or delays in your order. If you do not receive an order confirmation, contact us to ensure we have your proper contact information on file.

### **Freight Fees**

The following fee schedule will apply to LTL deliveries based on dealer net costs (not including sales tax). Multiple orders may be combined to minimize freight cost but must be shipped together.

#### **LTL Zone 3 (MO, IL, IA, NE, KS, OK, AR, LA)**

\$0.00	-	\$2,499.99	Prepay/Add
\$2,500.00	-	\$4,999.99	\$55.00 Freight Fee
\$5,000.00	+		Free Freight

#### **LTL Zone 4 (MN, WI, ND, SD, TX)**

\$0.00	-	\$2,499.99	Prepay/Add
\$2,500.00	-	\$4,999.99	\$125.00 per pallet
\$5,000.00	+		\$55.00 per pallet

Charges for liftgates, residential delivery, call ahead, appointments, or other unique charges are not covered under the fee schedule. If applicable, these fees will be added to your invoice.



## Order Cutoff

- Unless otherwise noted, orders received by 9:00 a.m. CST for items in stock, will ship the same day.
- Each carrier is different so please allow enough time in your schedule for possible shipping delays during the current environment.

## Freight Carriers

Unfortunately, things happen during shipment that are beyond our control. It is important to review the following guidelines to avoid additional costs and delays:

- **Dealers are responsible for thoroughly checking all shipments before accepting delivery.** With exception of FedEx/UPS items, all shipments will come palletized with clear shrink wrap. If they arrive any other way, please note on the bill of lading.
- Please check and compare number of pieces on the packing slip against the number of pieces on the bill of lading and make sure they match to the number of pieces received. Any shortages must be noted on bill of lading and reported within 24 hours of receiving.
- **If you have noticeable freight damage, please take photos of cartons then open the cartons to inspect the product before the driver leaves your facility. Signing for a shipment complete and clear is confirming that you have received the correct count in good condition. Once you sign for a shipment free and clear, we will not be able to file a freight claim and will have no further recourse with the freight carrier if something was damaged.** Replacement parts will need to be reordered.
- If packaging arrives unharmed, please sign for shipment as undamaged. Concealed damage is not the responsibility of the freight carrier and must be handled differently. Retain all packaging and product and please contact our Inside Sales/Support staff for assistance.

C. Bennett uses our best discretion in choosing the most time sensitive and cost-effective carriers. If you request a specific freight carrier or alternative shipping method, the shipment will be FOB O'Fallon, MO. Our responsibility for the shipment ends when the carrier picks it up. If there is any damage or shortage upon arrival, we will have no ability to assist you in filing of freight claims. Do not refuse any shipment that is coming by a carrier you chose. This could result in

being charged additional freight for the return of the item. The actual freight charges will be added to the invoice. Additional charges for liftgate, call ahead and/or residential delivery will be applicable if required.

### **Rush Orders**

At certain times the need arises to have orders processed faster than our regular schedule. If we can accommodate this request, we will. A \$25.00 Rush Order Charge plus freight will apply to any order you request to be shipped ahead of the above schedule.

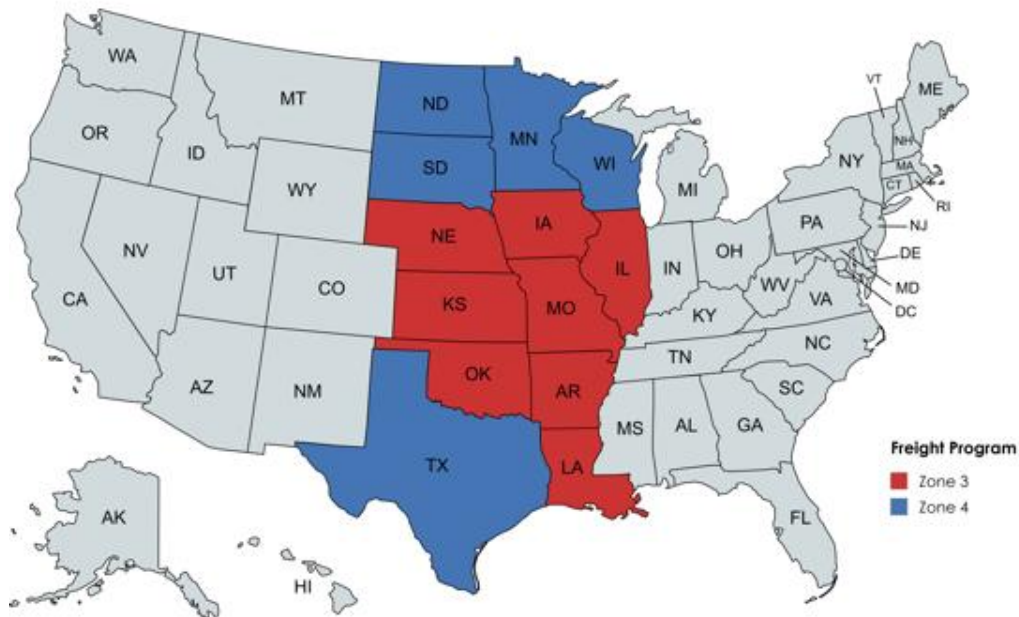
### **Return Policy**

To be eligible to be returned to CBBS, the product must:

- be unused and in its original packaging
- not have additional writing on the box
- be a stock item
- be within 30 day of invoice date

All returns are subject to a restocking fee of 25% of the original purchase price. Freight charges are not the responsibility of CBBS. CBBS reserves the right to refuse the return of a special order or non-stock item.

### **Freight Program Zone Map**



Effective March 1, 2023