



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

Quotes and Order Processing:

- Send an email to orders@cbennett.net.
- Call the Distribution Inside Sales/Support Phone number **(800) 530-5601**.

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.

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, when possible, for unforeseen shipping delays.

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 (Missouri, Illinois, Kansas, Arkansas, Oklahoma, Iowa, Nebraska)

\$0.00	-	\$2,999.99	LTL Prepay/Add
\$3,000.00	-	\$5,999.99	\$75.00 Freight Fee
\$6,000.00	+		Free Freight

LTL: Zone 4 (Per Pallet) (Texas, Wisconsin, Minnesota, North/South Dakota)

\$0.00	-	\$2,999.99	LTL Prepay/Add
\$3,000.00	-	\$5,999.99	\$135.00 Per Pallet Delivered
\$6,000.00	+		\$75.00 Per Pallet Delivered

Additional Services, if required, are to be added regardless of total

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|------------------------------|-----------------------------------|
| - Liftgate | - Appointment |
| - Residential | - Inside Delivery (from liftgate) |
| - Call ahead | - Heavy/Oversized Pallets |
| - Ground Delivery Charge | - Detention Fee |
| - High-cost Area/Out of Area | |

Effective October 5, 2026



Important: Please Inspect All Items Upon Delivery:

Before signing for your shipment, carefully inspect all items for visible damage or missing components. It is essential to document everything thoroughly:

- Remove external shrink wrap and cardboard as it may not show damage to the product.
- Take clear, detailed photos of any damage from multiple angles.
- Note any damage or missing items directly on the delivery receipt or shipping paperwork. Since the carriers seldom use paper, please ensure the damage is documented on their hand-held devices. **We recommend taking a picture of their hand-held device to ensure the notes were added.**
- Although the driver will say things to get out of documenting the damage, insist they do their job to protect yourself.
- Be efficient as detention fees may apply if the driver is on site more than 30 minutes.

Why This Is Important:

Signing for a delivery without noting damages or discrepancies releases the shipping carrier from liability. In such cases, damage claims are typically denied. Proper documentation, including photos, is critical to support claims and to help us resolve the issue efficiently. Without photographic evidence and clear documentation of damage, claims may take longer to process, or more likely, be denied entirely. If you sign for the shipment as clear, there are no grounds for a claim, and you will be responsible for replacing the damaged items.

Key Reminders:

- LTL deliveries do not have a grace period. Damage must be documented at time of delivery.
- UPS/FedEx shipments must be reported within 5 days of delivery. Prompt action is necessary.
- You may refuse delivery if the shipment is damaged and contains no items you need immediately. The carrier will return it to CBennett, and you won't be responsible for storage. On LTL deliveries, you may refuse a single pallet out of the entire shipment, if the damage is contained to it.
- Even if you refuse the shipment, you must still provide detailed photos of the damage.

Refusing a shipment does not guarantee a quick resolution. Freight carriers often resist damage claims, and without proper documentation, we have no evidence of how the shipment arrived. While carriers may take their own photos, they do not share them with us, and we cannot use them to support your claim.



Please report any freight damage immediately to our Orders department at 800-530-5601.

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 days of invoice date

All returns are subject to a re-stocking fee of 25% of the original purchase price. CBBS reserves the right to refuse the return of a special order or non-stock item. If the return is approved, Customer is responsible for arranging the return and associated freight charges.

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.