



# SHIPPING INFORMATION

## FREIGHT HANDLING

FREIGHT CHARGES QUOTED ARE FOR NORMAL DELIVERY TO A RECEIVING WAREHOUSE OR SITE AND DO NOT INCLUDE LIFT GATE, UNLOADING ASSISTANCE, INSIDE DELIVERY, INSTALLATION, UNPACKING, OR PACKAGING REMOVAL. ADDITIONAL CHARGES MAY APPLY ON A PER SHIPMENT BASIS FOR SPECIAL REQUIREMENTS.

CALL BEFORE DELIVERY SERVICE IS INCLUDED IN FREIGHT CHARGES.

<u>Net Sale Amount</u>	<u>Zone A</u>	<u>Zone B</u>	<u>Zone C</u>	<u>Zone D</u>
\$3,000-\$9,999	16%+\$200	19%+\$200	18%+\$200	20%+\$200
\$10,000-\$29,999	15%	18%	17%	18%
\$30,000-\$49,999	13%	14%	15%	16%
\$50,000-\$74,999	9%	10%	9%	12%
\$75,000	8%	9%	8%	10%

PLEASE CALCULATE FREIGHT CHARGES BASED ON TOTAL NET PRODUCT VALUE.

IF NET PRODUCT VALUE IS UNDER \$3,000, CONTACT BENCHMARK FOR FREIGHT QUOTE.



\*\* The above freight program is not honored for product marked "FOB Italy". In addition, orders shipping to an INTL destination, HI, or AK are not honored in the above freight program. Please contact us for freight quote.

### Freight Claims

All of our shipments are F.O.B. factory. While we do everything possible to ensure your order arrives in good condition and on time, we cannot be held responsible for freight damage or delays.

### **When you receive an order, please follow these few simple steps:**

1. Thoroughly inspect all incoming orders.
2. If an item/ box has been damaged at the time of receiving, it is required to notate the damage on the delivery receipt. If packaging is damaged, notate "damaged packaging on the BOL"
3. Contact your Benchmark customer service rep immediately to request a freight claim.
4. Contact your Benchmark customer service rep to create a Claim for concealed damage within 5 days of receipt.

Please note: Refusal to accept an order from the carrier does not relieve you of responsibility for payment, and may incur additional charges.