

## Academia Furniture Industries Shipping Policy

Academia Furniture is happy to work with any freight carriers or logistics companies which are hired by our customers, and we will have the shipments ready by our shipping docks to be picked up on time.

We recommend that customers use their own logistics company, with whom they have a relationship, for shipments that are time sensitive.

Should you choose to have your order shipped by Academia Furniture, the following terms apply:

- A. Freight quotes are valid for 30 days. After 30 days shipping needs to be requested.
- B. The shipping amount is based on the items in the quote, any adjustment to the quote will result in an adjustment to the shipping costs.
- C. Our freight quotes are assumed to be for Tailgate delivery to a standard location. Should the delivery, or the delivery location, be non-standard according to the freight companies, this may result in accessorial charges.

Please review this list of possible accessorial charges, with explanations.

- 1. Liftgate- A liftgate will be required if the delivery location does not have a loading dock.
  - 2. School/Restricted area delivery- Schools are considered restricted areas. Gated communities and secure buildings are considered restricted as well.
  - 3. Residential area delivery
  - 4. Scheduling- If you call to schedule a specific time for delivery, this results in a charge.
  - 5. Appointment- Writing on the BOL "Please notify 24 hours before delivery" will result in an additional charge.
  - 6. Redelivery
  - 7. Storage- If the freight company is asked to hold the delivery for any period of time, it will result in a charge per pallet per day.
  - 8. Inside delivery- On liftgate deliveries, the truck driver will often kindly offer to wheel the pallet inside. THIS WILL RESULT IN A VERY SIGNIFICANT CHARGE.
- D. If you anticipate needing any of these services in a delivery, please notify your salesperson when arranging the quote, and it will be included.
  - E. All additional charges are the responsibility of the customer, and if Academia Furniture was not notified as part of the quote, we reserve the right to bill the Customer for these charges.
  - F. Academia Furniture cannot control, and is not responsible for, delays in the shipping process once the order has left our facility.
  - G. Academia furniture will provide a tracking number, but we will be responsible for communicating with the Freight company.

For any questions please contact our customer service team at [Customerservice@academiafurniture.com](mailto:Customerservice@academiafurniture.com) or 973-472-0100.