

Shipping Policy effective 08/03/2020

## **Pristine Roller Shades/EY Lift Systems/Protective Vinyl Shields**

UPS Ground used when shipping shades < 102" ordered item width

- \$5.00 per unit with a minimum charge of \$15 for units ≤ 90" ordered item width\*
- Additional \$50 oversized surcharge per package for > 90" < 102" ordered item width (calculated at 3 shades per package) Note: Fascia is packaged separately from shades resulting in additional surcharge(s)
- Additional Shipping Upgrades available
  - \$30 Next Day per Unit, \$25 2<sup>nd</sup> day per Unit, \$20 3<sup>rd</sup> day per Unit

Common Carrier used when shipping shades ≥ 102" ordered item width

- \$125.00 per shipment ≥102" ordered item width within Continental US
- Additional \$55 NYC/DC Surcharge per order
- Additional \$75 Residential Surcharge per order
- FOB Waterbury, CT – all items shipped outside the continental US

**Laminated Roller Shades** Additional shipping charges apply-contact customer service for associated fees

## **ALTA Blinds/Shades**

- \$7.00 per Unit
- Minimum Handling \$25 per Order, Maximum Handling per Order \$125
- Additional \$50 oversize surcharge per unit ≥ 96"+\* ordered item width\* Minimum of \$80 per oversize order
- Additional per Unit Shipping Upgrades available (Excludes Oversized Orders)
  - \$30 Next Day per Unit, \$25 2<sup>nd</sup> day per Unit, \$20 3<sup>rd</sup> day per Unit

\*width or length for verticals or honeycomb vertical application

## **Stock Roller Shades**

- 37 ¼" \$9 ea. broken pack-\$15 full pack
- 46 ¼" \$9 ea. broken pack-\$17 full pack
- 55 ¼" \$19 ea. broken pack-\$26 full pack
- 73 ¼" \$19 ea. broken pack-\$26 full pack
- \$2000 freight prepaid

Note: Surcharges still apply when applicable-Residential Delivery and NYC/DC Surcharges

**Fabric** See Fabric Price List and/or order confirmation for shipping details

## **Exterior Screens**

- \$125.00 per shipment ≥102" ordered item width within Continental US
- <102-call for quote
- \$50 each additional screen

## **Norman Shutters**

- \$45 minimum up to 3 Units
- \$15 each additional Unit-No Maximum
- Residential deliveries are available and may incur an additional fee. Surcharges may apply. Express Program available-see Surcharges

Please Note: shipping charges are subject to change without notice



Quality Wholesale Window Coverings  
Contract • Hospitality • Healthcare • Residential

## Shipping Policy Continued effective 08/03/2020

### Drapery Hardware: Kirsch/Glydea

UPS Ground F.O.B. Waterbury, CT for rods/tracks <102" ordered item width- See Order Confirmation for amount

- Additional \$50 oversized surcharge per package for > 90" < 102" ordered item width (we calculate at 3 rods/tracks per package) Note: 2" poles are calculated at qty 2 per package
- Additional \$20 per straight Estate Traverse track/rod
- Optional Buckingham-\$100 3-day production Rush available

Common Carrier used when shipping rods/tracks ≥ 102" ordered item width\* Excludes Estate Traverse, Curved or Bent Tracks

- Additional \$125.00 per shipment ≥102" ordered item length within Continental US. Note: Orders over 102" will be spliced. If spicing is not an option, please call for quote.
- Additional \$55 NYC/DC Surcharge per order
- Additional \$75 Residential Surcharge per order

Common Carrier for Estate Traverse Rods, Curved or Bent Tracks please call for a quote

- Additional Bend & Curve fees:
  - \$25 bend or curve fee per track/rod
  - Additional \$50 per track for any bent or curved tracks/rods under 12'
  - Additional \$75 per track for any bent or curved tracks/rods over 12'

### Orion Order values are based on NET Dealer Cost (excludes packages >108")

- |                           |           |      |                           |           |       |
|---------------------------|-----------|------|---------------------------|-----------|-------|
| • Orders up to \$25.00    | flat rate | \$12 | Orders from \$376-\$500   | flat rate | \$88  |
| • Orders from \$26-50     | flat rate | \$28 | Orders from \$501-1250    | flat rate | \$104 |
| • Orders from \$51-\$75   | flat rate | \$30 | Orders from \$1251-\$2500 | flat rate | \$114 |
| • Orders from \$76-\$125  | flat rate | \$42 | Orders from \$2501-3750   | flat rate | \$124 |
| • Orders from \$126-\$250 | flat rate | \$56 | Orders \$3751 & Above     | FREE      |       |
| • Orders from \$251-\$375 | flat rate | \$78 |                           |           |       |
- packages >96" and <108" will have an additional surcharge of \$70 per package. Note: Orion automatically splices any rod/pole over 94" unless specified otherwise. Manual Traverse rods are automatically spliced over 102" and motorized traverse rods are NOT spliced unless specified otherwise.
  - Packages >108" will need to ship via truck-call for a quote
  - Multiple rod/pole lengths >94" and <106" will be packaged together to minimize package surcharge.
  - Residential delivery fees apply. Fee's rounded to nearest whole dollar

### The Finial Co & Paris Texas Hardware

- ≤96" ship via UPS or FedEx; >96" Ship Via Common Carrier
- Common Carrier Fees for Orders < \$2500 MSRP: flat rate of \$150 for Poles/Tracks >96" and/or up to 150 lbs. (excludes orders shipped to Alaska, Hawaii, Idaho, Montana, Wyoming, Puerto Rico or International Shipments)
- Common Carrier Fees billed at Actual Freight Costs for Orders >\$2500 MSRP; Orders with a pole/track >16' Orders shipped to Alaska, Hawaii, Idaho, Montana, Wyoming, Puerto Rico or International Shipments
- Additional \$10.00 net packaging fee applies for orders containing a pole, traverse or motorized track <16'
- Additional \$25.00 net packaging fee applies when the order contains arched rods, rods with returns, pole or traverse tracks >16'
- Residential delivery fees apply

### Select Drapery Hardware Orders ship FOB origin:

- \$180 per shipment >102" ordered item width in Continental US
- An additional packaging/ handling charge of \$10.00 will be added for all custom traverse rods over 120"  
Please Note: shipping charges are subject to change without notice



Quality Wholesale Window Coverings  
Contract • Hospitality • Healthcare • Residential

## Shipping Policy continued- effective 08/03/2020

---

### **Additional services below are available and billed separately unless specified otherwise:**

- Inside delivery
- Call before delivery
- Teamster shipment: ie. driver must be union member
- Guaranteed delivery
- Lift gate service
- Delivery appointment time
- Residential delivery
- Re-delivery
- Remote area
- Limited access areas: i.e.. Schools, Universities, Hospitals, etc.
- Lane/cul-de-sac delivery

### **Contract Freight:**

- All contract quotes include one (1) freight shipment to one (1) commercial location using the shipping method and carrier of Porter Preston's choice
- Orders 400 shades and over are allowed one split shipment at no additional charge. Example: 350 shades = 1 shipment; 450 shades may have 2 shipments; 900 shades may have 3 shipments, etc)
- Any parts shipped ahead (brackets, motor controls, etc.) are billed for freight F.O.B. Origin
- extra charges caused by a missed delivery time (i.e. truck and driver waiting) will be invoiced to the customer
- We ship orders the day they are complete. If we are asked to delay a shipment that is ready:
  - We will invoice the order the day it is ready to ship
  - Upon request and as a courtesy, we will delay shipment for 7 calendar days at no charge
  - Starting on the 8<sup>th</sup> day we will charge \$0.25 per shade, per day for storage

### **Additional services below are available and billed separately unless specified otherwise:**

- Inside delivery
- Guaranteed delivery
- Lift gate service
- Call before delivery
- Teamster shipment: ie. driver must be union member
- Delivery appointment time
- Residential delivery
- Re-delivery
- Remote areas
- Limited access areas: i.e., Schools, Universities, Hospitals, etc.
- Lane/cul-de-sac delivery

Please Note: shipping charges are subject to change without notice



Quality Wholesale Window Coverings  
Contract • Hospitality • Healthcare • Residential

## Shipping Policy continued- effective 08/03/2020

---

### Returns/Repairs

In order to process your request for credit or repair, items must be returned for inspection. Note: Return of stock items require notification within 30 days and are subject to a restocking fee of 25%. Items must be returned in original packaging and without damage.

- Request a Return Goods Authorization (RGA) from Porter Preston (reference original order)
- Customer service will issue you a Return Good Authorization (RGA) number
- Write the (RGA) Authorization number on the outside of the box
- Ship a copy of the original order/invoice with the items being returned
- If the product is returned due to our error, we will assume responsibility for the freight associated with getting the product back to our facility
- If it is determined that the customer is responsible for the error, the customer will be billed for freight charges associated with their claim
- We will make every effort to complete returns and repairs within 48 hours of the date received (repairs will depend upon availability of supplies)

### Remakes and Requests for Credit

To process your request for a remake, please call or fax the following information to customer Service

- Your original sales order number
- The line number and qty
- Detailed reason for request
- Note: In some instances, an RGA may be issued for inspection
- Note: Credits that have been approved will be posted to your account

### Freight Damaged Orders/Inspecting Shipments

We carefully package our products but sometimes damage will occur during shipping:

- Immediately inspect each box for Freight Damage or Shortage
- If you receive packages that have visible damage or are open and may be missing items, refuse the shipment if possible
- Or Please sign Delivery Receipt "Damaged or Shortage" black marks, holes, open ends, over-boxing, re-taping, torn boxes etc, constitutes damage or possible shortage. Before signing for the shipment, verify box count and NOTE any damage on the carrier delivery receipt
- Take Photographs of products and packaging
- Do not discard the packaging or the contents
- Contact Customer Service to report any damaged or missing packages or items immediately. Many carriers will not honor claims that are made later than one week after delivery.
- No concealed damage claims will be filed as they are automatically denied by all carriers. You will be responsible for damaged freight not properly noted on delivery receipt.

### Cancellations/Changes

Please notify us of cancellations immediately as production may occur quickly. If production has begun, the order cannot be changed or cancelled.

Please Note: shipping charges are subject to change without notice