

Shipping Policy effective 11/15/2021

Pristine Roller Shades/EY Lift Systems/Protective Vinyl Shields

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

- \$6.00 per unit with a minimum charge of \$18 for units ≤ 90" ordered item width*
- Additional \$60 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
 - \$34 Next Day per Unit, \$28 2nd day per Unit, \$22 3rd day per Unit

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

- \$148.00 per shipment ≥102" ordered item width within Continental US
- Additional \$60 NYC/DC Surcharge per order
- Additional \$80 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

- \$8.00 per Unit
- Minimum Handling \$25 per Order, No Maximum
- Additional \$50 oversize surcharge per unit ≥ 90"+* ordered item width* Minimum of \$80 per oversize order
- Additional per Unit Shipping Upgrades available (Excludes Oversized Orders)
 - \$30 Next Day per Unit, \$25 2nd day per Unit, \$20 3rd 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

- \$148.00 per shipment ≥102" ordered item width within Continental US
- <102-call for quote
- \$60 each additional screen

Norman Shutters

- \$70 Minimum
- \$25 each additional Unit-No Maximum
- >96"- \$80 minimum, \$50 additional surcharge per unit, no maximum
- Residential deliveries are available and may incur an additional fee. Express Program available-see Surcharges.

Please Note: shipping charges are subject to change without notice



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Drapery Hardware: Kirsch/Glydea

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

- Additional \$60 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 \$24 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 \$148.00 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 \$60 NYC/DC Surcharge per order
- Additional \$80 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	\$15	Orders from \$376-\$500	flat rate	\$96
• Orders from \$26-50	flat rate	\$31	Orders from \$501-1250	flat rate	\$114
• Orders from \$51-\$75	flat rate	\$35	Orders from \$1251-\$2500	flat rate	\$124
• Orders from \$76-\$125	flat rate	\$47	Orders from \$2501-3750	flat rate	\$134
• Orders from \$126-\$250	flat rate	\$64	Orders \$3751 & Above	FREE	
• Orders from \$251-\$375	flat rate	\$85			

- 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"

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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 8th 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
- 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.
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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 and in resalable condition.

- 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.

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