



Fabricator of Automated & Custom Window Coverings

Shipping Policy effective 3/01/18

**Blinds & Shades/Expressly Yours Lift Systems**

**FedEx Ground**

- \$4.50 per unit with a minimum charge of \$15 for units ≤ 90" ordered item width\*
- \$70 oversized surcharge per order for > 90" up to 102" ordered item width\*
- \$4.50 per package residential delivery fee
- Shipping Upgrades available and will be charged in addition to other noted fees:
  - o \$30 Next Day per unit, \$25 2nd day per unit, \$20 3rd day per unit

\*width or length for verticals or honeycomb vertical application

**Common Carrier used over 102" ordered item width**

- \$125.00 per shipment >102" ordered item length within Continental US
- \$55 Surcharge for NYC and DC
- \$75 Residential Fee
- FOB Waterbury, CT – all items shipped outside the continental US

**WDS Natural Woven Shades – See MSRP for shipping details**

**Stock Roller Shades:** (37 1/4") broken pack \$6.50 ea., full pack \$12 (46 1/4") broken pack \$6.50 ea., full pack \$14 (55 1/4") broken pack \$16 ea., full pack \$22, (73 1/4") broken pack \$16 ea., full pack \$22, \$1250 freight prepaid

**Stock Cordless Honeycomb Shades:** (30", 38") broken pack-\$6.50 ea., full pack-\$12 (54", 72"), broken pack \$16 ea., full pack \$22, \$1250 freight prepaid

**Norman Shutters**

- \$30 minimum up to 3 shutters, \$3 each additional shutter-\$75 maximum. Residential deliveries are available and may incur an additional fee. Surcharges may apply. Express Program available-see Surcharge sheet

**Drapery Hardware**

**Kirsch** Items will ship FedEx ground F.O.B. Waterbury, CT. See Order Confirmation for amount.

- Freight Prepaid on orders over \$1250 NET dealer cost & shipping from Waterbury, CT. All backorders that qualified for PPD freight on the original order will be shipped freight prepaid.

**Orion** Order values are based on NET Dealer Cost:

• Orders up to \$25.00	flat rate	\$18.00	Orders from \$376-\$500	flat rate	\$83.00
• Orders from \$26-50	flat rate	\$31.00	Orders from \$501-\$1,249	flat rate	\$93.00
• Orders from \$51-\$125	flat rate	\$41.00	Orders from \$1,250-\$2499	flat rate	\$103.00
• Orders from \$126-\$250	flat rate	\$51.00	Orders from \$2500-\$3749	flat rate	\$113.00
• Orders from \$251-\$375	flat rate	\$73.00	Orders from \$3750-up	flat rate	FREE

- Boxes over 96" and less than 108" will be charged an additional surcharge of \$68 per box. Rod cannot be longer than 90"

- Residential delivery fees apply. Fee's rounded to nearest whole dollar

**The Finial Co & Paris Texas Hardware** Orders ship FOB origin:

- Standard sizes ship via UPS or FedEx ground
- Additional \$10.00 net packaging fee applies for all orders containing a pole. Fee increases to \$25.00 when the pole is 16' and over or the order is a specialty
- Box lengths over 100" and/or up to 150 lbs ship common carrier at a flat rate of \$110.00
- Residential delivery fee applies

**Select Drapery Hardware** Orders ship FOB origin:

- A packaging and 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.

Shipping Policy continued- effective 3/01/18

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

- Inside delivery
  - Lift gate service
  - Call before delivery
  - Teamster shipment: ie. driver must be union member
  - Delivery appointment time
  - Residential delivery
  - Re-delivery
  - Remote areas
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**Contract Freight**

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- 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

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- Delivery appointment time
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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.

- 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.