



Freight Policy for the 48 Contiguous States

Residential Common Carrier (truck) fees are in addition to normal freight charges even if the order qualifies for ppd freight and are the responsibility of the customer

| Products & Shipping | UPS/FedEx | Common Carrier | USC Delivery - All Branches |
|---|---|--|--|
| Custom Blinds and Shades | Custom orders will incur a \$5.00/blind freight and handling fee. Minimum charge of \$10, maximum charge \$105 | Custom orders will incur a \$105 Freight Fee | Custom orders will incur a \$5.00/blind freight and handling fee. Minimum charge of \$10, maximum charge \$105 |
| Select Wood, Select Metal, Kirsch, Graber, Altran, Forest, Custom and Motorized Drapery Rods, and other stock products. | F.O.B. USC under \$900. Orders over \$900 will ship pre-paid | F.O.B. USC under \$900. Orders over \$900 will ship pre-paid | Orders under \$900 will incur a \$20 freight and handling fee. All orders over \$900 will be delivered pre-paid. |
| USC Custom Iron | F.O.B. - Ships from CA | F.O.B. - Ships from CA | N/A |
| Lining and Pillows | F.O.B. - USC | F.O.B. - USC | Order will incur a \$20 freight and handling fee. |
| Norman Shutters | \$1 per square foot | \$1 per square foot | 50¢ per square foot |
| D'Kei Decorative Trims | F.O.B. - Ships from IA | F.O.B. - Ships from IA | N/A |
| USC Drapery Lining | USC Drapery Lining ships F.O.B. USC. If ordered with an in-stock order totaling \$900 or more from the same branch location, lining may ship the with pre-paid freight order. | | |
| Minimum Orders | Orders under \$100 may not be available for USC delivery. These orders may be shipped an alternate way at the customer's expense. | | |
| Straight Drapery Rod | Kirsch Custom Rods, Designer Metal Telescoping Rods, and Select Custom Rods over 12 ft. will incur a \$10 surcharge in addition to normal freight charges. | | |
| Curved Drapery Rod | Will incur a \$50 surcharge in addition to normal freight charges. | | |
| USC Branch Pick-Up | Orders for stock merchandise and custom orders fabricated at USC will be freight free. Custom orders fabricated by vendors outside of USC may incur freight charges. | | |
| Residential Fees | Residential common carrier (truck) fees are in addition to normal freight charges and are imposed by the carrier. Residential fees are the responsibility of the customer even if the order qualifies for pre-paid freight. | | |
| C.O.D./Re-Shipped orders | USC is unable to ship C.O.D. orders directly from our vendors. Orders for C.O.D. accounts must be shipped to USC and then re-shipped to the account. Customer will be responsible for all freight expenses on orders shipped to USC and re-shipped. | | |
| Consumer Drop Ship | All orders drop shipped to a customer on USC delivery will incur a \$35 fee. | | |
| Backorders | All backorders that qualified for PPD freight on the original order will be shipped PPD. | | |
| Missing Packages | USC will not be responsible for missing packages that were confirmed delivered. | | |
| Special Access Delivery | All special access delivery fees are the responsibility of the customer. Ex: Residential area fee, lift gate fee, inside delivery fee, remote area, gated community, tolls, storage units, and Driver Assistance fee (if applicable) | | |
| Failed Delivery/Pick-Up Fee | All orders that are re-delivered or extra trip(s) made for pick-up on USC Delivery will incur a \$20 fee. Orders that must be re-delivered or extra trip(s) made by UPS, FedEx, or Common Carrier will be charged applicable fees. | | |
| Freight Damage | Please immediately inspect each box upon receipt for freight damage or shortage. Please sign delivery receipt "Damaged or Shortage." Black marks, holes, open ends, overboxing, re-taping, torn boxes, etc., constitutes damage or possible shortage. No concealed damage claim forms will be filed as they are automatically denied by all carriers. Customer is responsible for damaged freight not properly noted on delivery receipt. | | |

PPD = Pre-paid freight to the customer

F.O.B. = Customer is responsible for freight

Effective May 2021