

SHIPPING & SERVICES

SHIPPING

Most orders ship via UPS (our preferred Carrier) or FedEx, which are utilized for smaller orders that are not fragile and meet parcel size requirements. Larger items and volume orders will be shipped via common carrier. We reserve the right to select the carrier of our choice. All LTL shipping and handling charges from our dock are prepaid, FOB Dallas TX. All shipments are packed carefully using industry-standard approved packing methods. Residential delivery, commercial non-dock delivery, and/or special handling by an LTL carrier will each incur additional non-base charges, assessed at time of order or at time of delivery. All parcel residential shipments are shipped direct signature required.

ACCESSORIAL CHARGES

Accessorial Charges are ancillary costs levied by LTL carriers for additional services, and can include: Re-consignment/Re-delivery: A re-consignment fee will be applied to the shipment whenever an address change is made after a tracking number has been assigned and/or it has left the Global Views warehouse. LTL or common carrier re-consignments are subject to a \$70.00 base fee. If delivery was attempted, additional fees will apply, see below. If the shipment must change destination terminals, additional freight charges will apply.

PARCEL RE-CONSIGNMENTS

Parcel re-consignments are subject to a \$35.00 per carton fee, as well as additional fees for transportation charges when applicable.

RE-SCHEDULE / RE-DELIVERY

An LTL/Common Carrier shipment is subject to a redelivery fee after an appointment was set up and the delivery attempt was made, but the consignee was not available to receive shipment. Redelivery fees are charged at \$80.00 for each attempt made.

REFUSED SHIPMENTS

All refused shipments are subject to a 25% restocking fee and shipping charges both ways. Global Views reserves the right to generate invoices associated with these costs.

(SHIPPING AND HANDLING INCLUDES BOXES AND CRATES)

ZONE SHIPPING SYSTEM

Under the Zone Shipping System, Standard Delivery Options include UPS, FedEx Ground, FedEx Home Delivery, and LTL Delivery, and are subject to the Base Shipping and Handling Fee Rates below:

DOMESTIC FREIGHT ZONE RATES

ZONE	US DOMESTIC ZONES BY STATE	>\$10,001+	\$5,001-\$10,000	\$2,001-\$5,000	\$1,001-\$2,000	\$351-\$1,000	<=\$350
Local	DFW Metroplex (13 Counties)	4%	5%	6%	7%	10%	35%
1	TX	9%	10%	11%	13%	15%	35%
2	AL, AR, CO, FL, GA, KS, KY, LA, MO, MS, NM, OK	12%	13%	14%	16%	19%	35%
3	AZ, IA, IN, MI, NC, NE, OH, SC, TN	13%	14%	15%	17%	20%	35%
4	DE, ID, IL, MD, MN, NV, PA, UT, VA, WI, WV, SD	15%	16%	17%	19%	23%	35%
5	CA, CT, DC, MA, ME, NY, NJ, NH, RI, VT, ND, WY, MT, OR, WA	17%	18%	19%	21%	25%	35%
6	New York City (5 Boroughs)	17%	18%	19%	21%	25%	35%

CANADIAN FREIGHT ZONE RATES

ZONE	CANADIAN ZONES BY PROVINCE	>\$10,001+	\$7,001-\$10,000	\$4,001-\$7,000	\$2,001-\$4,000	\$751-\$2,000	<=\$750
1	AB, BC, ON, QC	11%	13%	15%	16%	20%	50%
2	MB, NB, NF, NL, PEI, SK	12%	14%	16%	17%	21%	50%
3	YT, NT, NU, NS	16%	18%	19%	21%	23%	50%

**Global Views does not ship outside the US and these Rates include freight charges only; such shipments are forwarded through a freight consolidator and/or customs broker, and additional charges will be incurred; buyer must provide customs broker information when placing an order.

States and Provinces not listed including US postal codes beginning with 0253, 02555, 0258, 0257, 0639, 1196 and 4343 will be billed actual shipping charges.

ADDITIONAL SERVICES & FEES**Drop Ship Fee (\$25.00)**

Shipments going to any address other than a customer's own location, warehouse, or receiver will be considered a drop ship and will incur an additional fee for service.

Rush Fee (\$35.00)

Rush orders will be processed and shipped within 3 business days.

Hot Rush Fee (\$75.00)

Hot rush orders will be processed and shipped within one (1) full business day after receiving paid order. We will do our very best to meet your requested date; however, it is not guaranteed due to variances in order size, delivery requirements, etc.

**Additional charges may apply to locations that are considered remote or restrictive access areas by our whiteglove providers. We will notify of additional charges before shipping for approval. Previously undisclosed delivery issues at destination may cause additional fees, e.g. building elevator size will not accommodate product, more than the allotted number of flights of stairs, structural restrictions, building restrictions, etc. **

WHITE GLOVE SERVICE

Defined as: Base Shipping and Handling Fee (see chart) plus \$329.00-all locations except the 5 New York City Boroughs, for which White Glove Service is Base Shipping and Handling Fee plus \$359.00.

Items annotated in our catalog or online website with a White Glove symbol require special handling and will only be shipped via a White Glove service. This service is normally used for larger, heavier, more expensive items that require special handling. Such pieces include, but are not limited to, wood cabinets, chests, tables, writing desks, certain glass pieces, mirrors, and other items that need special handling to ensure safe delivery.

Such White Glove Service is handled by specialty providers across the US for the additional stated fee. White Glove Service can be specified by the buyer for any item(s) at their option. Additional charges may be applied to locations that are considered remote or restrictive-access areas by our White Glove provider crews. We will notify you of additional charges before shipping for pre-approval when such conditions are known to us or the White Glove provider. Previously undisclosed delivery obstacles at destination may cause additional fees to be assessed by White Glove personnel at the time of delivery, including, but not limited to: the building's elevator dimensions will not accommodate the product; greater than the allotted number of flights of stairs; structural restrictions or hindrances; building restrictions; rules restricting deliveries; etc.

Ordinary White Glove services include:

- Lift-gate service
- Inside delivery-room specific
- 2 to 3 person delivery team from 8AM to 6PM
- 2 flights of stairs included
- Unpacking and debris removal
- 30 to 45 minutes on site
- Light assembly using an adjustable wrench and non-electrical screwdriver

Customers specifying the use of their own chosen carrier agree to assume responsibility and settlement for all transportation charges prior to loading onto the customer's carrier. Any claims for damaged or lost shipments that were customer routed must be handled directly between customer and their chosen carrier.

Shipping Fee Example

(Base Domestic Freight Zone Shipping & Handling Fees) + (Additional White Glove Fee) + (Rush Fee) = (Total Shipping & Handling)

Shipping and Handling Fees are subject to adjustment without notice due to fuel, equipment, or labor market fluctuations.

BACKORDERS

Every effort is made to ship product as quickly as possible, but occasionally items are backordered. As soon as the items become available, they are shipped without notice. Backorders of less than \$50.00 and open for more than 6 months duration will be canceled. If you have any instructions regarding backorders, please indicate when the order is placed.

DAMAGES / SHORTAGES

Upon receipt of your shipment, please count the number of pieces (skids, crates, and cartons) against the quantity listed on the delivery receipt. The shrink wrap should be intact, but if not, this may be a sign of shortage in your shipment. If a shipment arrives intact with no visible damage, the shipment should be received. The carrier will NOT allow inspection of a shipment received with no visible damage. If a shipment arrives with any obvious damage, you are entitled to refuse the damaged shipment. To facilitate claims, please note on the DR (delivery receipt) the type of damage, any shortage, or whether the shrink wrap was not intact. Please report all concealed damages within 48 hours of signing the DR to avoid denial of claim. Please submit a complete claim form to customerservice@globalviews.com with pdf images of the damaged item and the shipping box. If you are not refusing the shipment, please keep the damaged item with all original packaging until the claim is resolved. If delivery receipt is not signed with details of any shortage or damage, Global Views reserves the right to refuse liability or responsibility for damage. Please make sure your receiving facility follows the above guidelines to avoid additional fees and/or delays in claim settlement.

RETURNS

No returns or damaged merchandise will be accepted before a Return Authorization (RMA) is issued by our Customer Service Department. Returns for reasons other than shipping damage or manufacturer defects are subject to a 25% restocking fee, plus shipping and handling charges both ways. All merchandise must be returned in original condition for credit.