

SHIPPING AND FREIGHT POLICY

GENERAL POLICIES

White River Hardwoods-Woodworks, Inc.® (WRH) maintains an extensive inventory of all mouldings and hand-carved items shown in Catalog Volumes IV, VI, and X and over 95% of orders received are able to ship complete within a reasonable timeframe. It is the objective of WRH to ship orders under the following policy:

Prompt Shipment

- **Normal** orders of a reasonable size that are complete with no back-orders will be shipped within 1-4 calendar days unless expedited air shipment is requested.
NOTE: Normal refers to orders for random length material from on-hand inventory.
- WRH must receive notification at the time an order is placed if there is a firm delivery date requirement.

Orders for Out-of-Stock Items

- On **normal** orders that have items in production or need incoming hand-carvings, WRH will require a 14 to 21 calendar day allowance (weekends included) to complete production, fill order, and ship order complete. The longer lead-time will apply to orders for the following products: Products produced from thicker stock, Mon Reale® mouldings, applied dentil or complex profiles that require multiple runs.

Specified Length, Non-Stock Items and Unusually Large Orders

- For any order that contains a line item with one of the following characteristics, WRH may require a 4-6 week allowance to fill this order and ship complete:
 - * Specified length not available from stock on hand
 - * Unusually large order not available from stock on hand
 - * Non-stock thickness, species, size or profile
- Note that specifying any length, especially 14' to 16', may significantly delay order shipment since those longer lengths only make up a fraction of the entire inventory. Due to the number of moulding profiles stocked by WRH, at any given time numerous bins do not have 14' to 16' lengths and the customer must wait for a future production run. It is the policy of WRH to run production only when stocking quantities are needed, NOT when specified lengths are not in current stock. Customers may consider modifying their order by switching to a length that is available in lieu of a potential 8-10 week lead-time, or occasionally longer, for the next production run.

Please refer to the Specified Length Policy on the back page of the price list for more detail.

FOB Terms and Freight Policy

- All orders are shipped FOB (Freight on Board) Origin, meaning that WRH maintains responsibility for the product only until it is received by the carrier at the WRH loading dock.
- All orders are shipped either freight collect or freight prepaid and billed.

Please refer to the Return Policy on the back page of the Price List for more detail regarding damage in transit.

Fed Ex Shipments

- Moulding orders may ship via FedEx with the following considerations:
 - * Lengths must be 9' or shorter
 - * Depending upon the size of the order, the specified length upcharge may exceed the cost to ship via LTL
 - * An additional \$10.00 charge will apply to FedEx Residential Deliveries

Estimated Freight on Acknowledgement

- WRH utilizes state of the art computer-generated freight quotes. However, due to the number of variables that ultimately determine the freight costs, FREIGHT CHARGES ARE ESTIMATED until an order is shipped and the actual freight charges are calculated. *Customers are responsible for final freight charges.*

SHIPPING AND FREIGHT POLICY (continued)

Orders Shipped Directly to Customers

- To minimize the handling of material and freight charges, WRH can drop-ship orders directly to the end user.
- When WRH receives an order that is to be shipped directly to a customer, the order will be entered as a ship complete order.
- WRH strives to ship all orders complete and in a timely manner. However, if an account requests shipment of a partial order and back order, the account will be responsible for the freight charges for both the partial shipment and the back order.

Residential Delivery Charges on LTL Orders – Residences, Home/Cabinet Businesses

- The following charges will apply for Residential LTL Deliveries:
 - * Standard freight charges
 - * Call Charge \$45.00 - contact and set up delivery
 - * Residential Delivery Charge \$86.00
 - * Lift Gate Charge (Estimated based on the weight of the order)

When a PO is placed with WRH for a Residential Delivery, a WRH Territory Manager will contact Account to confirm Residential Delivery Charges.

- WRH **must receive** signed authorization for Residential and Lift Gate Estimated Charges.

NOTE: WRH will estimate residential delivery freight as accurately as possible, however customers are responsible for all final charges.

International Shipments

- All international shipments are required to have **heat-treated** pallets. Due to order packaging variations, these costs will be **estimated** at the time an order is received by WRH:
 - * Moulding pallets at \$75.00 each
 - * Carving pallets at \$25.00 each
 - * Customs charges, if applicable

Customers are responsible for all final charges.

- WRH will ship international orders only to business addresses that have appropriate loading docks.
- If a domestic order is needed by a drop-dead date for an export shipment, WRH must be notified when the order is placed. WRH will respond with a confirmation of shipping date based on product availability.

THE FOLLOWING TABLE SUMMARIZES THE GENERAL LEAD TIMES FOR SHIPPING ORDERS:

PRODUCT	FED EX AIR/GROUND	LTL	LARGE LTL
IN-STOCK MOULDING (RANDOM LENGTHS)	1-4 DAYS	5-8 DAYS	8-14 DAYS
IN-STOCK MOULDING (SPECIFIED LENGTHS)	1-4 DAYS	5-14 DAYS	18-24 DAYS
CUSTOM MOULDING (RANDOM LENGTHS)	3-4 WEEKS	3-4 WEEKS	4-6 WEEKS
CUSTOM MOULDING (SPECIFIED LENGTHS)	4-6 WEEKS	4-6 WEEKS	4-6 WEEKS
IN-STOCK CARVINGS	1-4 DAYS	3-8 DAYS	8-14 DAYS
CUSTOM CARVINGS	3-5 WEEKS	3-5 WEEKS	3-5 WEEKS
PRE-FINISHED MANTELS	N/A	4-6 WEEKS	
ULTRAFLEX RESIN (FEDEX AIR OR GROUND)	1-2 WEEKS		
METALWOOD FINISH (SMALL ORDER)	2-4 WEEKS		
METALWOOD FINISH (LARGE ORDER)	3-5 WEEKS		

NOTE: Timeframes provided are in Calendar days