

GETTING YOUR EQUIPMENT TO YOUR DOOR

We use a variety of carriers to get products to you including FedEx, UPS, USPS, and common freight system carriers. We endeavor to keep shipping costs as low as possible and will use the least cost carrier consistent with carrier history for timeliness and reliability, and your destination requirements. As we receive tracking information from our carrier(s), we will provide you with a carrier and tracking number. Tracking information provided by the carrier is the carrier's "best estimate" as to delivery time to your area and may not include additional time for local delivery.

ADDITIONAL SERVICES

Lift Gate: We recommend lift gate for all freezer systems and set your order up for lift gate by default for all freezer systems. If ordering on-line, you must select the correct delivery option if it is available as an option. If you order with one of our representatives, we'll ask. Not needed if you have a commercial loading dock or a fork lift and fork lift operator available to meet the truck. Fee applies.

Call-Ahead: We usually request this service on your behalf for all commercial truck deliveries. The contact number you provide to us is what we provide to the shipper. Note: Not all carriers offer this service or are consistent in providing it, especially for commercial addresses, but we'll always give you the best 'heads-up' we can regardless! Included when available.

Residential Delivery: If your delivery is to a private address, you must declare ahead of time so that the address can be checked for delivery. Fee applies.

Inside Delivery: This is delivery from the truck to an inside location. This is not generally used except for large equipment items that do not have casters. Fee applies.

Commercial Restricted: This is delivery to a commercial location with restricted access such as a military base, government office, and some highly concentrated commercial areas (shown below). If you are in one of the area codes below or in an area that may have restricted access, please call us before ordering on-line. Additional fees may apply.

Current commercial restricted codes include but are not limited to:

100xx, 200xx, 60001, 60176, 606xx, 900xx, 902xx, 942xx

NOTE: On-line orders calculate shipping based on a national estimation system and cannot anticipate every shipping circumstance. As such, we reserve the right to hold an order pending receipt of additional payment for extraordinary shipping costs or services. This is an uncommon occurrence, typically happening only in restricted shipping areas or when special handling is required, but it does occur. Please contact us if you have a question about your shipping.

AT YOUR DOOR

IT IS EXTREMELY IMPORTANT THAT YOU INSPECT YOUR SHIPMENT CAREFULLY WHEN IT ARRIVES!

Our carriers are responsible to get our products to you in perfect order. To that end all products are carefully packaged, loaded, transported and unloaded. It is your right and responsibility to carefully check your order BEFORE accepting delivery.

You, the receiving party, are responsible to check to make sure merchandise is clear of any freight damage. You have the right to unpack each piece before signing the bill of lading and you have the "right to refuse" the shipment if you see any visible damage. If you accept the shipment, any visible damages should be noted on Bill of Lading by the driver before you sign acceptance. If you sign "in good condition" you are accepting the freight 'as is'. Once you have accepted delivery, responsibility for damages transfers from the carrier to you and our ability to make things right at no cost to you is limited. Carriers are not responsible for concealed freight damage after you sign.

If you have found damage in your shipment, do the following immediately:

- 1) Document the damage with the driver and/or reject the delivery (please call before rejecting)
- 2) TAKE PICTURES - PICTURES ARE HELPFUL IN ESTABLISHING CARRIER RESPONSIBILITY!
- 3) Notify Cardinal Carts at 888-864-3694 immediately while carrier is still on site if possible.

Depending on the product being delivered and other circumstances you may be provided number(s) to call in addition to or in lieu of Cardinal Carts.

NOTE 1: Delivery is accepted "on the truck" unless you request lift-gate service; lift-gate service extends carrier service to the curb which protects you if the freezer takes a tumble out of the back of the truck during unloading.

NOTE 2: If additional delivery services are requested after the order is placed, the order is subject to significant additional charges from the carrier which will be your responsibility.

NOTE 3: Deliveries rejected without documented damage with the carrier or without calling Cardinal Carts first are considered RETURNS and are subject to restocking fees plus return shipping costs.

NOTE 4: Minor rubs, blemishes, and scratches do occur in shipping—these are not normally considered damages unless extreme in nature as they are inconsequential or often easily remedied.