



SHIPPING PROGRAM

Section Three

CALCULATING FREIGHT COSTS

- Freight costs are based on the weight of your order and its destination. The Online Order Site will allow you to see your freight costs for orders that are shipping to pre-approved addresses.
- Customer Service will calculate orders that weigh less than 500 lbs or greater than 3000 lbs.

REGISTERING NEW SHIP TO LOCATIONS

- Ship to addresses must be pre-approved in order to see the freight costs.
- If you are shipping to a new address that has not yet been approved, Customer Service will calculate the freight costs after you submit the order and will bill freight separately. You can contact the Shipping Department to add a new shipping address to your account. Please allow at least two business days for new addresses to be approved and set up in your account.
- Please notify the Shipping Department if ship to addresses require any of the following services. (LTL companies may charge higher fees on site, direct to you, if these are not noted prior to delivery.) RiverRun will invoice customers for any assessorial fees incurred at time of shipment. Unpaid fees will result in a block on the account. Customers should address disputed fees directly with LTL companies.
 - Notification of delivery beyond tracking number
 - Lift gate services (required if you do not have a fork lift/truck height dock)
 - Residential/limited access area

SHIPPING TIME/PROCESSING TIME

- Shipping time will vary based on destinations, etc. To see processing details see the *Order Process* section of this binder.

SHIPPING DEPARTMENT CONTACT INFO:

Phone: 540-437-3436

Fax: 540-438-1992

CARRIERS

- *Carriers are selected based on the most economical rates. If you wish to choose another carrier, please call the Shipping Department.*
- Orders will be shipped palletized. Be sure to have proper equipment for receiving.
- Small items may be shipped via small package carrier. A damage disclaimer may need to be signed. Please check with the Shipping Department. Single assembled cabinets cannot be shipped via a small package carrier.

CYCLE SHIP PROGRAM

- This program offers valued dealers better service with regular scheduled deliveries on our trucks, fewer shipping damages and reduced shipping costs with a landed multiplier. Contact your Sales Rep or Customer Service to see if you qualify for this program. (Certain restrictions apply.)

PICK UPS

- Pick ups should be scheduled with the Shipping Department. Contact the Shipping Department for information about the available days and times for pick ups.

TRACKING SHIPMENTS

- A tracking number will be emailed to you once your order has shipped. Delivery time frame and progress tracking will be available to you through the carrier's website via your tracking number.