



Re-Designing The Retail Experience

Shipping and Damaged Freight:

You have the right to arrange for and manage your freight or elect Dimensional Impact to arrange for a freight carrier to provide transport service of your order to you. (Please let us know if you want to handle your own freight and we will eliminate any freight costs from your estimates/invoices).

All freight is shipped from Dimensional Impact FOB Factory – meaning that the customer owns the freight from the time it leaves our dock. All shipments are photographed prior to crating, after crating and when loaded into the truck when leaving Dimensional Impact. All shipments are signed for by the freight carrier indicating the shipment is in good condition. Dimensional Impact is not responsible for any damage in transit, however our desire is to provide exceptional service in mitigating any concerns caused by a freight carrier.

Our policy governing all shipments of our products is:

Shipping:

- 1) Dimensional Impact will provide each client with ONE freight quote for each estimate. The quote will be the lowest quote from 8 as provided to us by ProStar Logistics.
- 2) Any client can elect to arrange their own shipping instead of having Dimensional Impact arrange for shipping. If so:
 - a. The client is responsible for any damages that occur in transit
 - b. The client is responsible for filing and resolving any damage claims
 - c. The client is responsible for paying all freight charges for that shipment
- 3) If any client tells Dimensional Impact who to use as the freight carrier on an order for which Dimensional Impact is arranging the freight, then the client is fully responsible for any damage that incurs in transit and for the filing and resolving of any damage claims.

When receiving a shipment, **YOU MUST INSPECT THE SHIPMENT** on arrival.

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Handling of Damaged Shipments:

When receiving a shipment, **YOU MUST INSPECT THE SHIPMENT** on arrival.

(The crating should have no visible damage to it. The pallet should not be damaged.
There should be banding going around the entire shipment.)

If there is any visible damage to the crating:

- a. You MUST REFUSE the shipment, but first:
 - i. Take pictures of the damaged shipment
 - ii. Do not sign for the shipment
 - iii. Notify Dimensional Impact (within 48 hours) by calling us at 801.261.8383 and emailing all photos to DamagedFreight@DimensionalImpact.com
- b. When all of the above is completed, Dimensional Impact will:
 - i. Immediately put a replacement order into production to replace any damaged product without any charge for the damaged product or the re-shipping.
 - ii. Because Dimensional Impact is not responsible for any damages occurring in transit (the freight carrier is), no credit or refund will be given for any damaged product or original shipping costs by Dimensional Impact.

If there is no damage to the crating but product is damaged inside the crating:

- a. Take pictures of each damaged item outside of the crating
- b. Notify Dimensional Impact (within 48 hours) by calling us at 801.261.8383 and emailing all photos to ConcealedDamage@DimensionalImpact.com

If we are notified within 48 hours of receipt of the shipment,
we are happy to assist you by filing a claim with the carrier on your behalf:
(otherwise we are unable to file a claim for you)

- a. Upon your request, we will a claim with the freight carrier for you
and any refund (if any) by the carrier will be sent directly to you.
- b. Even though Dimensional Impact is not responsible for any damages occurring in transit, Dimensional Impact will still be happy to put any replacement order into the production queue with priority but the customer will be charged for any replacement products and shipping costs.

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Transportation Quotes

Surcharges for Delivery Location Conditions and Expectations

Your transportation quote will include applicable surcharges for delivery location conditions and your expectations, based on the details you provide. You must provide these details up-front to receive an accurate quote. If additional conditions or expectations are provided or discovered after your order is picked-up, including at the time of delivery, the applicable surcharges must be added to your invoice. Please provide an accurate delivery address and a contact name and number; many issues can be averted through proactive communication.

The following are the most common surcharges; however, if other exceptions are present, provide the details and we will confirm if a surcharge will apply.

1. Liftgate: will the delivery occur at a dock or is a liftgate truck required?
2. Inside Delivery: is the location inside a building or not adjacent to the unloading location?
3. Limited Access: the conditions of roads, streets, driveways, alleys or parking lots, inadequate unloading facilities, or other restrictive conditions must not limit access
4. Construction: "Construction Site" shall be defined as the site of any construction of buildings, roads or bridges or other structures including the entire property upon which the construction is taking place, and delivery to any facility located on such property
5. Residential and Non-Commercial: is the location a residence, home-based business, or a residence in any other building? Is the location a church, exhibition/trade show, school, self-storage, day care, or other such location not generally recognized as a commercial location? This shall apply to the entire location
6. Guaranteed Delivery: is the delivery required by, on, or between specific dates or times?
7. High Cost Delivery Area: is the location rural or distant from standard service locations?
8. Detention: estimated free time per delivery vehicle stop shall be as follows: Less than 1,000 lbs/15 mins; 1,000-4,999 lbs/30 mins; 5,000-9,999 lbs/40 mins; 10,000 lbs or more/60 mins. Excludes delays caused by driver.
9. Redelivery: delivery must occur as coordinated with the carrier (date, time, etc.) or a return charge may apply
10. Reconsignment: If the delivery address or location changes after the pick-up, a surcharge may apply
11. Storage: will the carrier be required to store or hold the shipment at their facility?
12. Other: are there other site-specific conditions or expectations that might exceed a reasonable delivery standard? If uncertain, provide the details and request confirmation.

To reiterate, if delivery location conditions or expectations are provided or discovered after the shipment is picked-up, including at the time of delivery, applicable surcharges will be added to your invoice.