

FLAT RATE FREIGHT PROGRAM - UNITED STATES

ORDERS UNDER \$100: \$11 flat rate per shipment (\$7.75 freight plus \$3.25 packaging & handling fee)

ORDERS \$100 AND OVER: \$16 flat rate per shipment (\$12.75 freight plus \$3.25 packaging & handling fee)

New flat rate expedited program (48 contiguous states):

UPS Service	<\$25	\$26-\$200	\$201-\$800	>\$800
Red (1 day)	\$45	\$60	\$85	Call for a quote
Blue (2 day)	\$30	\$55	\$75	Call for a quote
Orange (3 day)	\$20	\$30	\$50	Call for a quote

- Drop shipments increase freight charges by \$3.75.
- Expedited service orders usually ship the same business day if the order is received by 2:00 pm Eastern Time and your account is current.
- COD orders are billed at regular UPS rates and do not qualify for the flat rate freight program.

ADDITIONAL SHIPMENT OPTIONS

Also available but not included in our new expedited flat rate program:
UPS Next Day Early AM • UPS Next Day Saturday

FLAT RATE FREIGHT PROGRAM - CANADA

Same as above for ground service, flat rate expedited is not available to Canada. In addition, on orders above \$25 Top Knobs absorbs brokerage and duty fees, and for orders below \$25 the flat rate charge for brokerage and duty is \$10. Taxes remain your responsibility. We do not drop ship to Canada.

SHIPMENTS

- All orders are FOB our dock.
- All orders have a \$3.25 packaging & handling fee – this fee is incorporated into the listed freight cost on the invoice, rather than being listed separately
- Orders will normally ship within 24 hours
- Any changes or corrections must be made before the order is processed in our warehouse
- Drop shipments increase freight charges by \$3.75
- Incorrect addresses will be charged a \$25 address correction fee
- All orders are shipped UPS Ground unless you specify a different method of shipment
- Claims on shipments must be made within 30 days of receipt
- It is your responsibility to verify the accuracy of items received before installation – please check product inside box before you send it to the job site
- Package Refusal or Return to Sender Fee \$16.00 per Shipment