



## Shipping Policy

### Shipping Methods

Dorner Mfg. Corp uses UPS shipping as its parcel shipper of choice and XPO Logistics or Standard Forwarding as its LTL/Truck carriers

Dorner will also process your purchase order using your specified shipping account if requested on the purchase order

#### Domestic

Purchase orders received by Dorner Mfg. Corp. for **domestic shipments** that do not specify a shipping carrier at receipt of order will be shipped via UPS Prepay & Add (PP&A) for parcel shipments. LTL shipments will ship XPO or Standard Forwarding Prepay & add depending on destination zip code.

#### International

Purchase orders received by Dorner Mfg. Corp. for **international shipments** that do not specify a shipping carrier at receipt of order will be shipped via UPS Prepay & Add (PPA) Free Carrier (FCA), Hartland, WI. Freight shipments will be chosen depending on the countries location. These shipments will ship Prepay & Add (PP&A) Free Carrier (FCA), Hartland, WI.

*All purchase orders will be processed with either your carrier or Dorner Mfg. Corp. Best Way carrier and acknowledged. The customer has the responsibility of ensuring the carrier information is correct and complete. Orders with incomplete or incorrect carrier information will be billed for a PP&A shipment.*

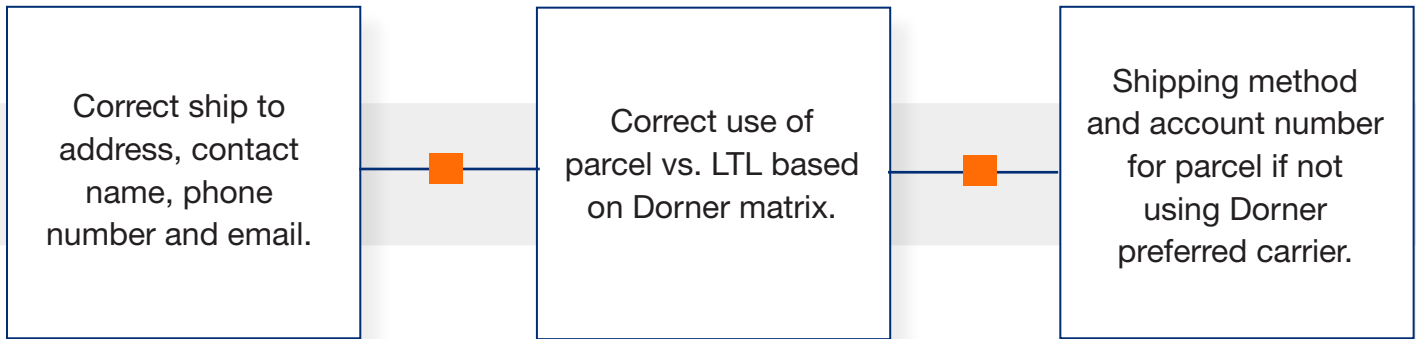
**Note:** Dorner receives volume discounts from XPO, Standard Forwarding and UPS as large volume carriers.

Dorner cannot ship any hazardous material international or domestic. We only ship products we are licensed by law to ship. Any hazardous material must be shipped from the licensed vendor. This policy is for customers, distributors and inter-company shipments.

### Customs, Duties, and Restrictions

All international customers must provide customs broker on purchase orders. Dorner Mfg. Corp. will not take responsibility for any custom clearance fees, duties or taxes associated with the importation of our products, except for **warranty orders**, which will ship Delivered Duty Paid (DDP). The customer must specify a customs broker on their purchase order for customs clearance.

## Key Information Needed on Purchase Orders

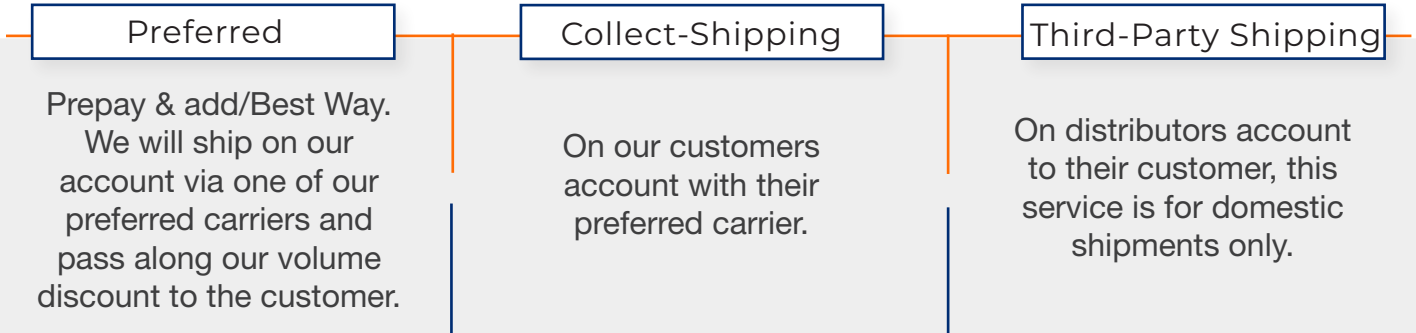


## Freight and Shipping Estimates

Estimates are provided to help with preparing shipments prior to final exact weight and dimensions being available. Dorner Mfg. Corp. takes NO responsibility for changes in freight cost or size of shipments from the original estimate to the exact weight and dimensions. Shipping costs change frequently due to many different factors (gas, availability, etc.) Actual weights and dimensions will gladly be provided once packaging is complete.

## Freight and Shipping Estimates

We offer 3 different methods for shipping:



Please note when shipping collect or third party all freight claims are to be handled by account owner and Dorner accepts no responsibility to file damage or lost freight claims.

**In the event an order ships third party international, ALL SHIPPING AND CUSTOM CHARGES ARE THAT OF THE ACCOUNT HOLDER. If these charges are refused or account is invalid, charges and penalties will be invoiced to the appropriate party.**

## Missing or Lost Packages

For information on a missing or lost package please call Dorner Client Service at (800) 397-8664.

Please have your 6 digit Dorner sales order number or purchase order number available at the time of the call.

## Expected Timeframe

All shipping time frames are estimated and provided by carriers whether LTL or parcel unless a guaranteed service is requested.

## Shipping Information

All shipping information should be provided at the time of submitting PO's (LTL and Parcel). If this information is incomplete Dorner Mfg. Corp. will ship Prepay & add/Best way on our account and pass on our discount to the customer but will not make any concession on freight due to incomplete information on submitted PO's. Our goal is to provide the fastest and safest delivery to our customers and distributors.

## Rerouting and Address Changes

All address changes must be submitted before the scheduled ship date to avoid an address change fee:

- **Changes made on shipping date:** Most orders are crated on the shipping date. Please call for a quote of charges for same day changes  
(i.e. parcel = \$25 per order or LTL = \$50 per crate/skid)
- **If a change is needed after an order has shipped:** An order with address changes and routes, will add a rerouting fee of \$150 along with any other additional charges incurred from the carrier.

## Benefits of Shipping with Dorner

Dorner Mfg. Corp understands customer have their preferred carriers at times. Here are some of the benefits to shipping with Dorner Mfg. Corp.



Receive our volume discount



Shipments will process faster



Dorner will be responsible for lost or damaged shipment claims