

FREIGHT POLICY

Updated January 19th, 2015

- Full Freight is ALLOWED on orders totaling \$7,500 of product billed at 0% standard commission (per published online Pricing Tool) or above. Order value does not include overage of any kind.
- Anything pre-negotiated **below** published (pricing tool) 0% net is subject to any and all applicable freight charges.
- All shipping quoted is for regular ground shipment. Requests for express shipping will only be acted on if received in writing and will be added to the invoice.
- Partial Shipments: Orders will normally be shipped complete. Where a partial shipment is requested, broken pallet and shipping charges will be added to each delivery.
- Ship dates provided are ESTIMATED. ALW is not responsible for expedited freight of any kind due to component shortage or any other reasons in which an estimated ship date is not met. ALW IS NOT RESPONSIBLE FOR PROJECT TIMELINES AND WILL NOT PAY LIQUIDATED DAMAGES OR BACK-CHARGES OF ANY KIND related to external project timelines.
- All shipments from ALW are insured by us. If any goods received by the buyer are in unsatisfactory condition, the following courses of action shall be taken
 - If the outer packaging is visibly damaged, then the goods should not be accepted from the shipper, or they should be signed for only after noting that the packaging has sustained damage.
 - If the goods are found to be damaged after unpacking, ALW must be informed immediately.
 - Under no circumstances should the damaged goods be returned, unless expressly authorized by ALW.
 - Any returns made to the company for any reason, at any time, shall be packaged in the original packaging or its direct equivalent and must be adequately insured by the shipper.
 - Returned goods will not be accepted by ALW unless this has been expressly authorized. ALL ITEMS ARE MADE TO ORDER AND ARE NON-RETURNABLE AND NON-REFUNDABLE.