

AIRPIPE USA FREIGHT SHIPPING POLICY



The points herein pertain to palletized shipments.

- **Orders (\leq \$5,000) received by 10:00am, local warehouse time, will ship the following day.** Orders over this amount will have a confirmed ship date provided in the order acknowledgement. Typical delivery times from the receipt of order (\leq \$5,000) are 7 to 10 business days.
- **Orders (\leq \$5,000) received after 10:00am may take up to 48 hours to ship.** Orders over this amount will have a confirmed ship date provided in the order acknowledgement. Typical delivery times from the receipt of order (\leq \$5,000) are 7 to 10 business days.
- **Expedited shipping is available to meet critical project timelines.** Contact Customer Service for shipping quotes.
- **You may combine orders shipping to the same location to save on freight.** This must be arranged through an AIRpipe USA customer service representative.
- **Lost Shipments.** AIRpipe will allow 3 business days for a shipper to locate and deliver a lost shipment before a replacement shipment is sent. The clock starts when the ETA is missed and we're unable to locate the pallet(s).
- **Cancelled Orders.** Orders cancelled after they have been packed will incur a 10% restocking fee. Cancelled orders after product has been shipped, will incur a 10% restocking fee and rerouting charge.

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- **Delivery Site Conditions.** Fees incurred by AIRpipe due to poor or inadequate site conditions will result in a separate invoice to the customer. The invoice is separate because these fees are billed to AIRpipe after the shipment is delivered.
- **Wrong Address / Change of Address.** Fees for wrong addresses or a change of delivery address once the shipment leaves the warehouse will result in a separate invoice to the customer.

Typical Order Processing & Transit Times:

- 1-2 Business Day(s) to pack
 - 1-2 Business Day(s) to arrange transport and pick up
 - 5 Business days of LTL transit
- The above Transit Time is subject to increase due to several variables (i.e. Location, Weather, Product Selection, etc.)*

A typical Order to Delivery cycle, for standard orders (\leq \$5,000), is 8 Business days.

Currently AIRpipe Truckload transit times are averaging 3 days.
If you would like to decrease your transit time, ask Customer Service for a Truckload quote.

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The points herein pertain to small package shipments.

Small Package ≤ 150 lbs.

- **Orders (≤ 150 lbs.) received by 12:00pm, local warehouse time, will ship the same day.** Orders over this weight will have a confirmed ship date provided in the order acknowledgement. Typical Ship to delivery time is 3 to 7 business days.
- **Orders (≤ 150 lbs.) received after 12:00pm, local warehouse time, will ship the following day.** Orders over this weight will have a confirmed ship date provided in the order acknowledgement. Typical Ship to delivery time is 3 to 7 business days.
- Packing List will be included on one of the packages, if multiple exist in the shipment
- Faster Transit Services, e.g., Next-day Air, are available. Please contact AIRpipe USA Customer Service to request a quote.