

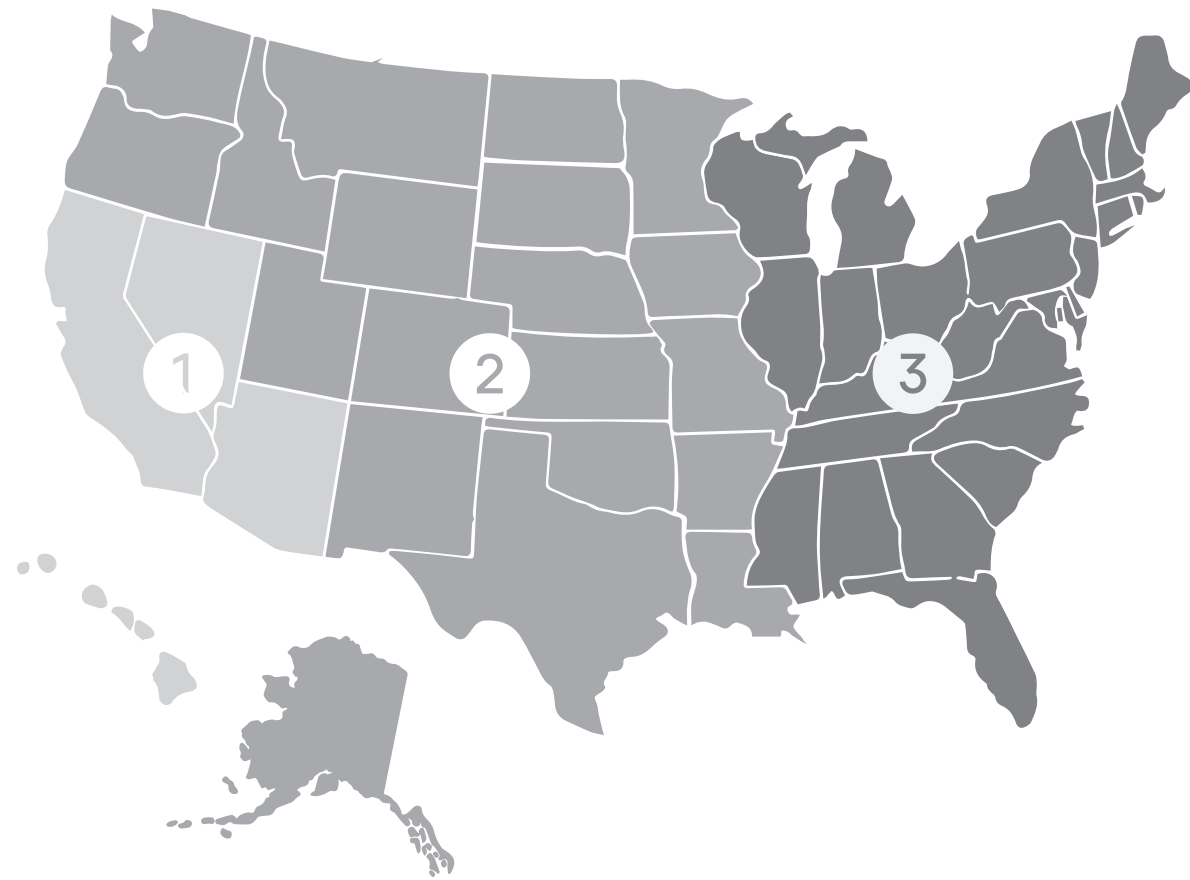


# FREIGHT PROGRAM

2023

**WEST  
COAST  
INDUSTRIES**

**GENERAL INFORMATION — *Guaranteed Freight Program***



**Zone 1: Add 7%**

Minimum freight charge of \$150.

Arizona, California, Hawaii\*, and Nevada.

**Zone 2: Add 9%**

Minimum freight charge of \$275.

Alaska\*, Arkansas, Canada, Colorado, Idaho, Iowa, Kansas, Louisiana, Minnesota, Missouri, Montana, Nebraska, New Mexico, North Dakota, Oklahoma, Oregon, South Dakota, Texas, Utah, Washington, and Wyoming.

**Zone 3: Add 11%**

Minimum freight charge of \$275.

Alabama, Connecticut, Delaware, District of Columbia, Florida, Georgia, Illinois, Indiana, Kentucky, Maine, Maryland, Massachusetts, Michigan, Mississippi, New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, South Carolina, Tennessee, Vermont, Virginia, West Virginia, and Wisconsin.

\* Products shipped to Alaska\*, Hawaii\*, and Canada are F.O.B. factory, freight prepaid to port of embarkation, based on percentages as outlined above. The customer is responsible for freight charges from the port of embarkation to the final destination

**Note:** Guaranteed freight program applies to tables and outdoor furniture only. For upholstered furniture freight see Seating on page 13.

**GENERAL INFORMATION — *Guaranteed Freight Program***

**Tables and Outdoor**

Tables and outdoor orders will be shipped F.O.B. factory. To calculate your guaranteed freight cost, refer to the map and zone matrix. Zone percentage is calculated based on standard discount from LIST, and pre-calculated fixed freight rate will be included on invoices. WCI reserves the absolute right to determine the method of shipping unless special delivery instructions have been previously approved. **Products shipped to Alaska\*, Hawaii\*, and Canada are F.O.B. factory, freight prepaid to port of embarkation, based on percentages as outlined above.** Customer is responsible for freight charges from port of embarkation to final destination

**Seating**

Seating is not included in WCI's guaranteed freight program. WCI will negotiate discounted freight rates on the customer's behalf and will include those rates on the invoice. Seating is shipped F.O.B. factory, un-cartoned and blanket wrapped is standard, crating maybe provided and is available upon request, an additional charge may apply. WCI reserves the absolute right to determine the method of shipping unless special delivery instructions have been previously approved. **Products shipped to Alaska\*, Hawaii\*, and Canada are F.O.B. factory, freight prepaid to port of embarkation, based on percentages as outlined above.** Customer is responsible for freight charges from port of embarkation to final destination

**Freight Claims**

West Coast Industries will file freight claims on behalf of our customer . Damage to product and or cartons **MUST** be noted on the proof of delivery ( POD )receipt. Failure to notify or document the damage within five business days will constitute acceptance of merchandise and waiver of any defects, shortages, or errors found upon inspection. Pictures of product and or packaging must be sent to the shipping department at **213-627-1113 EX. 223** to initiate a freight claim and replacement or repair. **No claim will be accepted for concealed damage without being noted on the POD.**

**Normal Delivery**

Normal delivery is on a dock to dock basis. Special requests, such as inside delivery, "call before," etc, should appear on the customer's purchase order and are subject to additional charges. Every attempt will be made by WCI to accommodate customers' requests. Delivery date is subject to strikes, accidents, availability of supplies, and any other causes beyond our control. WCI may stop and/or hold shipment if payment terms, account status, or credit are not satisfactory.

**Will Call**

Customers may choose to pick up orders at our factory. Customers will be notified when their order is ready for orders marked "will call." Pick up must be made within five business days. If order is not picked up within five business days reference Storage policy on page 10. Customer pick up is available between 8 AM and 2 PM PST. Please call WCI customer service at **213.627.1113 ex.223** to schedule a customer pick-up.