



Burnstine's

DISTRIBUTING

Your Distribution Solution

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www.burnstines.com

SHIPMENT POLICY

UPS shipping is offered for small package shipments. Standard UPS Ground orders within the Continental United States in excess of \$250 are eligible for Free Shipping (some exceptions apply*).

* Shipments that are Not Eligible for Free Shipping include:

- Any shipping method that requires additional fees outside of standard delivery fees (i.e., expedited orders, oversized or overweight packages, etc.)
- Hazardous materials (additional shipping fees will also apply)
- Clearance items
- Special Order items

Large shipments and orders with excessive weight will be shipped via truck. Truck shipments are available to business addresses only, unless authorized before shipment.

Burnstine's will make every attempt to ship "In Stock" products the same day they are ordered when possible. We will contact you with an ETA for items that are not "In Stock." For your convenience, expedited shipping, including UPS Air Shipping, is available for time sensitive orders at an additional cost.

FREIGHT DAMAGE AND LOST SHIPMENTS

Shipments are F.O.B. Burnstine's Distributing warehouse. Title or ownership of the merchandise moves from Burnstine's Distributing to the Customer as soon as the merchandise is loaded onto the truck for shipment to the Customer. Burnstine's is not liable for damage or loss in transit.

In the event that a product is damaged in shipping it should be noted with the carrier prior to taking acceptance of the product. Damage or shortage claims that occur in shipping need to be made by the Customer directly to the delivery carrier, not to Burnstine's. Note: Damages may occur to the product without any obvious damage to the packaging (concealed damage). Open and examine all products prior to taking receipt of the shipment. In the event that a claim must be filed with the freight company, the Customer should retain all of the original packing materials along with the merchandise until the claim is resolved.

SPECIAL ORDERS

Special Order items will be shipped as soon as possible. Special orders are invoiced at the time of order and cannot be cancelled or returned. Special orders are not eligible for Free Shipping and may be drop shipped from the vendor. Any additional charges added by the vendor will be passed along to the customer.