



# Freight Policy

## Freight Fees & Processing

All equipment orders over \$15K or \$30K (single order after discounts), shipped to a single destination within the continental United States, qualifies for free freight. This includes mixed orders comprised of mini splits, FLEXX And GREE MULTIPRO and or GREE Commercial.

Parts and Supply orders are subject to true freight costs or parcel rates at time of shipping. Orders must be placed with a sufficient lead time, as determined by Tradewinds, to accommodate the requested delivery date utilizing our transportation mode.

ORDER AMOUNT AFTER DISCOUNTS	FREIGHT CHARGE
\$30,000 COMMERCIAL VRF	FREE
\$15,000 MULTIPRO	FREE
\$15,000 Mini Splits	FREE
<\$2,500	\$175
\$2,500 - \$7,499	\$325
\$7,500 - \$29,999	\$500

## Cancellations

- Customer service must be notified before tracking number is assigned.

## Non-Damaged Return Guidelines

- To assist in returning product, email [orders@twclimate.com](mailto:orders@twclimate.com) with the Customer PO # and/or Tradewinds Sales Order #, list of products with serial numbers that will be returned.
- Must be in original packaging including parts, manuals, and other relevant pieces in perfect/resalable condition.
- No returns accepted after 90 days.
- 15% restocking fee is incurred & applied to customer account.
- Customer is responsible for cost of freight back to Tradewinds warehouse.

**Damaged or Missing Freight:** Refer to Damaged/Missing Policy & Procedures Handout.

# Damaged/Missing Freight Policy & Procedures

We value your business & partnership! Please share with your Warehouse Receiver



**DO NOT SIGN** the **BOL** until you follow these 5 EASY steps!



**VERIFY** against the packing slip: model #, serial #, quantities, # of pallets, & # of boxes.



**INSPECT** each pallet & box for major **FREIGHT DAMAGES** OR **MISSING ITEMS**.



**REFUSE** ONLY those items that are **DAMAGED** for the driver to take back.



**WRITE** on the **BOL "DAMAGED UNITS REFUSED"** OR **"MISSING UNITS/PALLETS"** list PN & SN.



**PHOTOGRAPH** exterior and interior of **DAMAGED** box & SN plate(s).



If driver refuses to take back a partial load, note damage, shortage and driver's name on the **BOL** and accept shipment.

For damaged or missing freight **IMMEDIATELY** email the following information to [orders@twclimate.com](mailto:orders@twclimate.com).

**Claims must be reported within 24 hours or they will not be accepted.** Please Include:

1. Customer PO# and/or Tradewinds Sales Order #.
2. Picture(s) showing exterior and interior of box damaged by the freight carrier & Serial Number plate(s).
3. Delivery Receipt (BOL) with written notes of refused damaged units or list of missing units.
4. List of item numbers and serial numbers of damaged or missing units.

**Concealed Damage:** If damage is not realized until box is opened, email [orders@twclimate.com](mailto:orders@twclimate.com) to determine Plan of Action.

A unit previously removed from original box or past 90 days since delivery will not be considered.

Note:

- Damage/missing claims are subject to denial from freight carrier liability/policy if above required documents are not submitted within the 3 day window.
- Damage to an exterior box and/or Styrofoam insulation is common during transit and does not warrant a damage claim.
- If damage is of slight cosmetic nature, Customer can keep the unit and work with Orders department to resolve with a possible discount or minor repair.

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