

Date: 03/07/2024

Zonatherm Outbound Shipping & Handling Policy

Zonatherm Delivery Truck

Outbound shipments that are being delivered by the Zonatherm Delivery team will be charged based on the distance that the driver will need to travel. Please contact Zonatherm Parts for more information on delivery costs.

Small Package and LTL Shipments (Less than Truckload Third Party Shipments)

Shipping charges will be added in as Parts Dept. Freight Expense (ZPI) or Vendor Freight Charge-Non-stock order. This is subject to updated freight charges once Zonatherm is invoiced for the shipping costs from our vendor. Additional shipping charges will be added if the order is shipped from Zonatherm to the customer.

Expedited Freight Policy

Zonatherm Products Inc. is committed to providing parts promptly to meet customer needs. However, we are subject to the freight costs that are passed on to us by freight companies, and by the manufacturers whom we represent for Next Day shipments.

- Please be aware that expedited freight can be extremely expensive.
 - Next Day Air freight has been known to cost anywhere from **\$100 to \$10,000**, depending on shipment size, weight, and other factors.
 - Zonatherm **cannot** guarantee that a part shipped via Next Day will be delivered on the next day.
- Zonatherm **cannot** accurately quote or guarantee pricing for expediting shipping options.
 - Zonatherm will issue **no refunds** on expedited freight that is specifically requested by the customer.

Compressors

- Effective May 2023, Compressor (orders/invoices) have an additional \$150 handling charge in addition to the shipping charges to cover increased shipping and handling costs associated with these purchases. **These charges are non-refundable.**

***Charge amounts within this notice are subject to change.**