Tidewater Power Equipment Freight Policy

EFFECTIVE JULY 1, 2026

- Standard freight charge of $17.95 per box will be charged on all parts orders under $300 total. All credit card orders will be billed freight regardless of dollar amount
  - Engines and large, heavy, or oversized items will be billed actual freight
  - TPE ships all packages via FedEx Ground unless requested otherwise
  - Backorders will be charged a freight of $2.50, with exceptions listed below being billed full freight.
  - CODs will be billed full freight
  - Residential dealer shipments and drop shipments to residences will be billed at a higher rate per UPS or FedEx

- Cut off time for standard orders: 3:00 p.m.
  - Large orders/Stock orders, as well as credit card orders may take longer to process and delay shipment (even if submitted by 3:00 p.m.)
  - Subject to credit approval – Accounts subject to order credit review may be delayed
  - NDA cut-off time is 12:00 noon for FedEx and 3:00 pm for UPS

- Once an order has been submitted, it cannot be changed, added to, or deleted from
  - Orders may not be cancelled once picking has begun
  - An RMA will need to be requested for unwanted parts with dealer paying return shipping
  - No restock fee on stock items. 15% will be deducted for special order items
  - If a shipment is refused and returned, the dealer will be invoiced for freight both ways

- Additional orders throughout the day cannot be combined/consolidated with prior orders for shipping

- All orders of $300 or more are eligible for free freight with the following exceptions
  The following are **NOT** eligible for free freight:
  - Drop shipments to dealer's customer
  - Lubricants (oil, aerosols)
  - Whole goods, equipment, engines, transaxles, and transmissions
  - Oversized items such as seats, tubes, hoods, and tanks, fenders, etc.
  - Orders over 70 lbs.
  - Metal blades, tines, weight kits (Hustler), wheel motors, transmissions, tires/wheels, mulch kits, flex forks, and **other items with excess weight or bulk**
  - Drive shafts, outer tubes, and lawnmower handles (require special packaging)
  - Special priced, clearance, or net price items
  - Credit card orders do not qualify for free freight, regardless of dollar amount

- Whole good and engine orders may qualify for free freight - **Please see individual programs**

- Honda Engine Shipping – GX200 engines will be the largest sent via UPS. GX240/270 QA2 will be the largest sent via FedEx Ground. All others will be sent via LTL carrier.
  - Engines that are special ordered and shipped direct to the dealer will incur freight charges from wherever they are shipped
  - Engines that are special ordered from Honda will incur inbound freight charges
  - Engine drop-ship requests to dealer's customer which must ship via LTL carrier will incur an additional $25 handling fee
  - Tidewater Power reserves the right to add additional charges for special shipping/packaging requests outside the standard shipping/packaging policies
  - Engines which must be foam packed and re-boxed for shipping will incur a $10 foam charge per unit, even on free freight orders. This is billed as FOAM-BOX on the invoice. Engines ordered in certain quantities can avoid this charge. See Honda engine price list.

- **Hustler Dealers Only** – In-season weekly stock orders for Hustler parts of $500 or more will receive free freight. A minimum of 5 line items of Hustler parts is required. Additional weekly stock orders may be placed and will receive 50% off freight. These orders must be sent via TPE Storefront, emailed, or faxed. Other parts may be added as long as the Hustler parts are at least $500.

- Hydro transmissions which must be foam packed and re-boxed for shipping will incur a $10 foam charge per unit, even on free freight orders. This is billed as FOAM-BOX on the invoice.

- Hustler seats, Honda lawnmower one-piece handles, tank/fenders, and some other items will have an "OVERSIZE' box charge of $10 added to the invoice

- Additional charges due to weight/size levied by FedEx/UPS will be added to the dealer's invoice.
  - In some cases, UPS and FedEx levy additional charges after delivery, in these instances the dealer will be invoiced separately for the additional charges

- All items which are backordered and direct (vendor) shipped to a dealer will be subject to freight charges, even if the original order is FREE FREIGHT.

- All dealer customer drop ship requests will incur standard freight charges.

- All drop ship orders paid by credit card must ship complete.

- Address corrections are billed $11.00 by UPS and FedEx and this charge will be passed along to the dealer when necessary.

- Shortages must be reported within 72 hours of receipt of shipment.

GENERAL FREIGHT POLICIES

- Tidewater Power will choose the freight carrier on all prepaid shipments

- All shipments should be inspected for damage. If damage occurs, the driver must legibly sign the delivery document and print name, date, and ID number.
  - Photos should be taken of boxes with visible external damage, as well as internal packaging materials and any damaged product to document condition shipment was delivered

- Tidewater Power should be notified of damage immediately and a copy of the signed delivery document should be faxed to Tidewater Power at 757-464-2054
  - Lost shipment claims will be filed by TPE with the carrier. TPE will re-ship the order and credit the lost shipment to the dealer if the package(s) are not found within 24hours.

- Tidewater Power should be notified of damage immediately and a copy of the signed BOL should be faxed to Tidewater Power at 757-464-2054

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