

Tidewater Power Equipment Freight Policy

EFFECTIVE JANUARY 1, 2024

- Standard freight charge of \$15.95 per box will be charged on all parts orders under \$250 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 \$250 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, some fuel 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/Big Dog Dealers Only** – In-season weekly stock orders for Hustler/BigDog parts of \$500 or more will receive free freight. A minimum of 5-line items of Hustler/BigDog 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 or BigDog 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 \$15.00 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 receipt of shipment. 5 days allowed for large stock orders.

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 emailed to Paul Simmons psimmons@tpeco.com
 - 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.

