

## SHIPPING INFORMATION

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### **FOR YOUR PROTECTION IT IS IMPERATIVE THAT YOU READ THIS NOTICE.**

The merchandise you receive has been inspected at our factory to insure that it is of the highest quality and in perfect condition prior to being shipped to you.

Keep this form and check the following upon receipt of merchandise.

1. Any items/cartons missing? Be sure that you have received the same number of cartons as appears on the delivery receipt. Make note of the cartons missing on the delivery receipt before you sign it.
2. Any items damaged? No matter how slight, all damage to items/cartons should be noted on delivery receipt before you sign. Do not sign or accept merchandise until you have checked all cartons thoroughly. Do not refuse shipments that may be or appear to be damaged.
3. Immediately after delivery, all cartons should be opened and all merchandise inspected for damage. Items may be damaged in transit, even though outer cartons do not show damage.
4. Contact the carrier who delivered the merchandise, in writing, immediately, if any damage is found. By law, any concealed damage must be reported in writing to delivering carrier within 15 days.
5. All cartons must be saved until the freight carrier has made an inspection.
6. If damage or loss claim is necessary, enter said claim with the motor carrier. The carrier's inspector will supply the necessary forms or you can use the standard form for presentation or loss and damage claim.
7. If you need assistance in filing a claim, please contact Customer Service.
8. If incorrect merchandise is received, please contact Customer Service.

### **UNAUTHORIZED RETURNS:**

As per our terms and conditions of sale, we do not accept unauthorized returns. Such returns, should they appear at our factory, are automatically refused by us and they become the responsibility of the shipper and the carrier involved. Please contact Customer Service before returning any merchandise.

In order to resolve the problem at hand as rapidly as possible, please include all information pertinent to the problem. The most pertinent information required is:

1. Reason for return
2. Invoice number
3. Product code numbers
4. Copy of your purchase order

Upon receipt of your request, we will issue proper return authorization or furnish you with instructions in order to settle this matter to your complete satisfaction.

Your complete cooperation is most necessary and sincerely appreciated.

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Products shipped via the Arcadia freight program are for normal delivery only and do not include expedited shipping, inside delivery, installation, unpacking or the removal of cartoning materials. Any request for carrier “pre-delivery” notification should be noted on the original purchase order. Arcadia reserves the right to ship via the most appropriate carrier and/or routing on all shipments. If the customer specifies a carrier, other than a pre-approved carrier, freight will ship collect at the customer’s expense via the designated carrier. Any additional costs related to post shipment issues such as reconsignment charges, storage charges, etc., will be the responsibility of the customer.

Title to all goods passes to the purchaser upon receipt by the transportation company. It is the responsibility of the purchaser or consignee to report to the carrier promptly upon receipt, and to settle with the carrier, any subsequent claims for loss or damage. Refer to page 6 for details on reporting freight damages.

**Arcadia offers a dual method freight program based upon delivery destinations.**

**SHIPMENTS TO TERRITORY 1**

Deliveries within California, Arizona and Las Vegas, Nevada: Merchandise is shipped F.O.B. La Palma, CA, freight prepaid and allowed. Shipments to these territories will be blanket wrapped. Minimum shipment charge may apply (see below for details).

Customers in CA, AZ and Las Vegas, NV shipping outside Territory 1 must contact Customer Service for applicable charges.

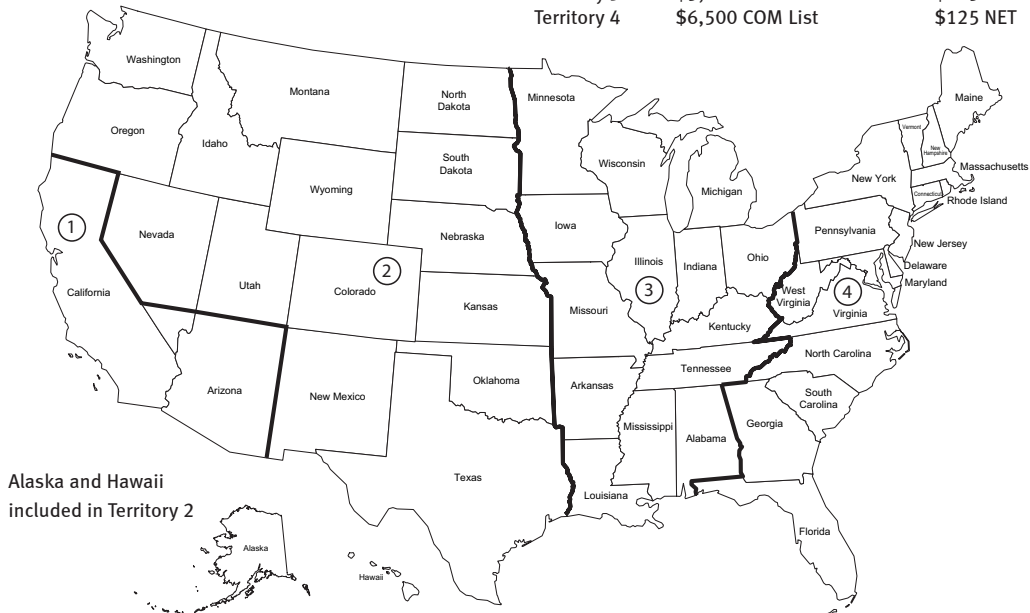
**SHIPMENTS TO TERRITORIES 2, 3 AND 4**

Deliveries to all other locations (identified as territories 2-4) other than California, Arizona and Las Vegas, Nevada: Merchandise is shipped F.O.B. La Palma, CA, freight prepaid and allowed. Shipments to these territories will be cartoned. Minimum shipment charge may apply (see below for details).

**MINIMUM SHIPMENT VALUE REQUIREMENTS - ALL TERRITORIES**

This freight program guarantees the product will be delivered freight prepaid to the designated consignee, based upon two factors: 1) destination territory and 2) value of shipment. Using the chart and map below, determine the product destination territory. If the value of the shipment to the destination territory meets the minimum requirement, the shipment is free from freight charges. If the value of the shipment to the destination territory does not meet the minimum requirement, a freight surcharge of **\$35 Net** per shipment for territory 1 or **\$125 NET** per shipment for territories 2-4 will be assessed. **Minimum shipment value is based on COM List, not the graded value.** See chart and map below.

<b>Destination</b>	<b>Minimum Shipment Value</b>	<b>Freight Surcharge</b>
Territory 1	\$1,000 COM List	\$35 NET
Territory 2	\$3,500 COM List	\$125 NET
Territory 3	\$5,000 COM List	\$125 NET
Territory 4	\$6,500 COM List	\$125 NET



This program does not apply to Will Call orders. For the shipment of textiles and/or components, actual freight charges will apply.

Shipments outside the contiguous U.S. are shipped to the point of embarkation free of charge, if the shipment meets the minimum requirement. All subsequent freight charges will be at the customer’s expense, shipped collect.

Due to the fluctuation of fuel prices, Arcadia reserves the right to impose fuel surcharges to invoices for any shipment(s).