



# Freight Policy

## Freight Fees & Processing

All equipment orders over \$30K for GREE equipment shipped to a single destination within the continental United States, qualifies for free freight. This includes mixed orders comprised of GREE mini-splits, FLEXX, MultiPRO, and GREE Commercial equipment.

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+	FREE
\$20,000 - \$29,000	\$950
\$7,500 - \$19,999	\$700
\$2,500 - \$7,499	\$500
<\$2,500	\$300

\*Customer is responsible for accessorial charges (at cost) such as lift gate, stop-off, etc.

## 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.
- All returns will receive a credit and not a refund. All credits must be used by December 15<sup>th</sup> of the same calendar year they are issued.
- All returns will be limited to the maximum return amount of \$15K.
- Non-stocking equipment and accessories are not eligible for return.
- 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



**NEVER REFUSE DAMAGED FREIGHT.**

Please follow these 4 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**. If there is no time to inspect product before driver leaves, write, "Subject to inspection" on the BOL.



**DO NOT REFUSE** any **DAMAGED** items - Receive, document and report damaged units after carefully inspecting them. Store these units at your facility until credit is processed and case is closed.



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



**PHOTOGRAPH** exterior and interior of **DAMAGED** box, SN plate(s), and BOL. Submit all required information on [greecomfort.com/damaged-freight-support](http://greecomfort.com/damaged-freight-support).

For damaged or missing freight, **IMMEDIATELY** upload the required information to [greecomfort.com/damaged-freight-support](http://greecomfort.com/damaged-freight-support).

**Claims must be reported within 48 hours or they will not be accepted.** Please Include:

1. Customer PO# and/or Tradewinds Sales Order #.
2. Clear 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 damaged units or list of missing units.
4. List of item numbers and serial numbers of damaged or missing units.
5. If a unit is damaged beyond any selling value, send a photo of the removed data sticker, ripped in half.

**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.
- Carriers, in average, need 90 days to get claims accepted and processed. That's the timeframe Tradewinds expects to get claim resolved. In the meantime, Tradewinds would ask customers to keep products stored. As soon as claim gets resolved, the Tradewinds Orders team will provide instructions to get material disposed.
- All returns will receive a credit that must be used by December 15 of the same calendar year they are issued.
- Non-stocking equipment and accessories are not eligible for return.

[GREECOMFORT.COM](http://GREECOMFORT.COM)

Tradewinds may change all policies and requirements at any time without notice.

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