



Freight Policy & Guidelines

Customer Freight Options

Customers are given the options of **(A)** having your order picked up locally at any of our Distribution Centers, **(B)** Arrange pickup of their order with their own carrier or **(C)** Have their order shipped via Legacy’s Freight and Parcel Carriers.

(A) Pick up your order locally

Customers can pick up their orders from any of The Legacy Companies distribution centers with their own vehicles. Customers who choose to pick up their own freight, using their own vehicles must include this information or any special pick up instructions when submitting a purchase order. The Legacy Companies customer service department will schedule a distribution center pick up appointment if the stock is available.

(B) Arrange freight pick up with your own carrier

Customers may choose to arrange a freight pick up from any of The Legacy Companies distribution centers with their own carrier(s). Customer will need to include any special instructions when submitting a purchase order. Customer purchase order submission must include the customer’s carriers name and account number. The Legacy Companies customer service department will schedule an appointment to pick up freight order from the distribution center. All customer carriers **MUST** provide a Bill of Lading (BOL) before any order(s) will be loaded or picked up from the distribution center.

(C) The Legacy Companies ship and bill freight

Customers who choose to have The Legacy Companies ship orders are charged for freight based on the general freight categories outlined below and the freight addendum outlining product model freight categories. General freight categories are BEV3, BEV4 and, BEV5 ranging from \$175 to \$225. Please refer to the addendum for specific freight expense for various product models. Freight categories are based on standard delivery and do not include accessorial services. One piece ships Free Freight and does not include any Accessorial Services (described below).

Freight Category	Freight Charge
BEV3	\$175.00
BEV4	\$200.00
BEV5	\$225.00

*Cost is per piece/unit/model after one piece
Free Freight*

Shipping guidelines apply to North America only (Canada and USA) and exclude the destinations of Hawaii, Alaska, Puerto Rico and the Virgin Islands. If you have any questions or need a freight quote, please call The Legacy Companies before placing your order.

Accessorial Services

Basic accessorials including but not limited to liftgate, limited access* as defined, notification and appointment delivery are **NOT** included in your general shipping fee. The Legacy Companies must be informed of any of these requirements prior to shipping orders. These accessorial services can be provided if communicated with advance notice at an additional fee. Please provide a delivery contact and phone number on all purchase orders that require accessorials. Any accessorial service such as limited access*, residential delivery**, re-delivery, appointment delivery etc. will be an additional **\$176** fee per service but must be communicated in advance. Liftgate delivery is a \$176 fee.

**Limited Access Defined: Any location where pick-up or delivery is restricted or limited. This includes but is not limited to commercial and residential areas including the following: Construction Sites, Educational Facilities, Places of Worship, Storage Units, Military Bases, Indoor/Outdoor Retail Malls, Multi-Housing Locations and Institutions such as Prisons.*



Residential delivery** is **NOT** included in your general shipping fee. A **\$176** fee will be charged for all shipments requiring residential delivery. The Legacy Companies must be informed in advance if this requirement prior to shipping your order.

***Residential Location Delivery Defined: Any home, multi-housing (condominium, townhome, apartment) or other dwelling where persons reside on premises is considered a residential address.*

Freight Charges Guidelines

- All pallets are shipped via common carriers with curbside delivery only (no inside or white glove deliveries)
- Shipments are delivered during normal business hours between 8:00 AM and 5:00 PM
- The shipment's estimated delivery date is the date that a shipment is estimated to be delivered, within the standard number of days established by the common carrier's transit time but is not a guaranteed date
- Customers must reference and check shipment's PRO tracking number to verify the shipment's delivery status.
- If customers require an appointment or notification for delivery, The Legacy Companies must be informed before the order has been shipped and this will incur an additional **\$176 fee**
- Liftgate fee is **\$176**

To avoid restocking or re-delivery fees, it is imperative to communicate in advance of delivery requirements (including delivery date) to The Legacy Companies when placing your order.

The Legacy Companies Distribution Facility Locations:

- Hamilton, New Jersey
- Paris, Kentucky

Re-delivery of freight shipments

In the event The Legacy Companies

- Receives and ships an order without being informed of all shipment requirements
- Misinformation is received about ship-to contact information
- A customer/dealer is unavailable to receive a shipment on the delivery date

The "said shipment" may have to be re-delivered later. If a shipment must be re-delivered for any reason, due to the fault of the customer or ship-to receiver, re-delivery fees will be assessed and charged to the dealer.

Re-stocking fees

If an order is unable to be delivered, cancelled or refused after it has been shipped (for any reason other than freight damage), full freight charges as well as a **25%** restocking fee will apply to the returned order.

All returns require an RMA in advance. Please contact The Legacy Companies for additional details on how to obtain an RMA number and the return policy. All approved RMA's (returned goods) must be inspected and in unopened condition. The Legacy Companies reserves the right to refuse or approve all RMA's.

Applicable freight and re-stocking fees will only be permitted on items returned within **30 days of purchase**.

Direct/Drop-Ship Orders

All internet, online, or direct/drop-ship purchase orders submitted to The Legacy Companies must include ship-to address, ship-to customer name and phone number. The Legacy Companies will not contact 3rd party vendors to retrieve this information on a customer's or dealer's behalf. All orders that do not contain ship-to information will be sent back to the customer/dealer to provide required information before the order can be processed.

Freight Damage

It is the customers/dealer's responsibility to check for freight damage or any other delivery issues before signing for delivery. If there are any signs of damage, overage, or shortage, customers must note all issues on the POD (proof of delivery) or delivery notice before signing, and include details such as type of damage, piece count, model #. If able, please supply photos. All possible freight damage or delivery issues must be noted on the POD (proof of delivery) or delivery notice upon receiving and reported to The Legacy Companies within 48 hours. For any concealed damage, The Legacy Companies must be notified within 48 hours of delivery.

**Parts/Accessories**

Parts and accessories are excluded from Legacy Companies general shipping fee guidelines. Orders for parts and accessories will be shipped via UPS or FedEx and the customer/dealer will be charged full standard shipping rates.

Contact Information

Questions about orders, freight or sales, please contact The Legacy Companies/BevLes at 954-202-7419 or email at Orders@thelegacycompanies.com Please provide purchase order or sales order number.

Freight Addendum for BevLes

Model Number	Product Family	Freight Category
HPC-6836	HEATER/PROOFER	BEV3
HPIC-6836	HEATER/PROOFER	BEV3
HPIDS-6834	HEATER/PROOFER	BEV3
HPC-3414	HEATER/PROOFER	BEV3
HPIC-3414	HEATER/PROOFER	BEV3
HPC-7125-A	HEATER/PROOFER	BEV4
BVST-2-120	STEAM TABLE	BEV3
BVST-3-120	STEAM TABLE	BEV3
BVST-4-120	STEAM TABLE	BEV4
BVST-2-240	STEAM TABLE	BEV3
BVST-3-240	STEAM TABLE	BEV3
BVST-4-240	STEAM TABLE	BEV4
BVST-5-240	STEAM TABLE	BEV5

