

## Shipping Policy Information

**Cascade Shipping Timing:** Cascade's strategic national distribution network and stocking commitments ensures that most customers can receive their orders within 1-2 days via UPS Ground service. Most orders placed Monday through Friday before 4:00 (local time) are shipped the same business day. Orders received on weekends or National holidays will be shipped promptly the next business day. Shipment times will vary for backordered and drop shipped items depending on the manufacturer.

**Cascade Overnight Program:** For eligible orders, customers may request an upgrade to expedited air saver shipping services (3 day, 2 day and Next Day Air Saver) for the price of Ground service. Carrier assessorial fees plus insurance will be added to the shipment charges and added to your invoice.

The following orders/items are ineligible for this overnight program and will be shipped according to your instructions with shipping, carrier fees and insurance added to your invoice:

- Small orders (less than \$100)
- Oversized goods exceeding 30" in length
- Items weighing greater than 60 lbs
- Hazardous Materials

**Promotional Shipments:** From time to time, Cascade will offer special promotional flat rates on vendor specific products. These promotional rates will override standard policy rates. See promotional rate table for current information.

**Shipping Charges:** Shipping charges are assessed according to the carrier service rate at the time of service. Additional charges imposed by the carriers are the responsibility of the customer and may include (but are not limited to): hazardous material fees, additional handling for large packages, insurance, fuel surcharges, Saturday delivery, COD, extended area, residential delivery, and adult signature required. Discounts do not apply to shipping or assessorial charges.

**Cascade Shipment Guarantee:** Cascade guarantees the delivery of all orders to be on time and in good condition. Shipments that are lost or damaged in transit are covered for the full replacement value of the missing or damaged products and the cost of shipping. Replacement items will be expedited at no cost. Shipments that don't arrive on guaranteed\* UPS delivery dates may be entitled to partial or full reimbursement. Please contact Cascade Customer Service for details.

*\*Guaranteed UPS Delivery Dates applies to expedited UPS air shipments only.*

**General Policies and Information:** Cascade will make every attempt to minimize shipping costs while ensuring timely service according to the 'Need By Date' indicated by the customer.

- UPS Ground will be the default carrier and service method unless otherwise requested
- Customer is responsible for charges associated with drop shipped items unless 'ship complete' is indicated on the order. 'Ship Complete' orders typically have longer lead times as non-stock items will be shipped to a Cascade warehouse, then consolidated and shipped with the rest of the order.
- Drop shipments cannot ship via 3<sup>rd</sup> party billing
- All shipping and handling charges are prepaid and added to customer's invoice



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### Cascade's Investment into Shipping Efficiencies:

On Demand Packaging – Cascade has just completed installation of On Demand packaging machines at all four US distribution locations. Custom boxes are made 'on demand' as shipments are prepared to perfectly fit the contents of the order. This significantly reduces the average box size, which reduces the shipping cost. These machines also reduce or eliminate the need for packaging materials (peanuts, filler paper, air bags) which reduces waste and better protects the products being shipped.

Shipment Consolidation – At all phases of an order's lifespan, our teams look for opportunities to consolidate customer's orders into as few shipments as possible, as quickly as possible. Orders may be rerouted to other distribution centers for complete fulfillment or may transfer items between warehouses so that orders can ship complete. We also try to identify SWOG (ship with other goods) opportunities to consolidate multiple customer PO's into one shipment.

Operational Efficiencies – Cascade has implemented operational logistics changes based on efficiency studies and consultations. This has reduced waste and packaging errors and improved the speed with which the distribution centers can process orders.

Independent Shipment Insurance – Instead of using costly and restrictive carrier-based insurance, Cascade maintains independent shipment insurance which guarantees all shipments arrive on time and in good condition, regardless of the cause of the delay or damage. *See page 1 for complete details*

### Customer Tips for Reducing Shipping Costs:

Consolidate Orders – Instead of ordering several times a day, consider placing less frequent, larger orders. This allows our distribution centers to efficiently package your order into as few boxes as possible.

Downsize Sheet Goods – Our sheet goods are competitively priced at all sizes. Ordering the smallest sizes needed for fabrication greatly reduces carrier 'oversized' and 'additional handling' fees. If ordering sheet goods in excess of 36", select ground service to minimize carrier fees.

Send HazMat Ground – Send chemicals and HazMat items via Ground service whenever possible. Carriers often charge significantly more and add extra fees to send these items through air service.

Check Stock – If ordering multiple items from our distribution center's stock, see if all items are in stock from one location, even if it's not at your default warehouse. 10 items in one box from across the country is less expensive than multiple boxes from different locations. Stocking levels can be easily checked on the Cascade website, integrated partner websites and through our customer service department.

Ask for Help – If you're unsure how to best ship your order, ask! We're here to help. Use the website chat feature or call our customer service department for assistance at (800) 888-0865.

