

Shipping Policy

revised 12.28.22, v.21

We understand that shipping charges play an important role in your purchasing decisions. For your convenience, the following is a transparent and standardized zonal shipping charge structure calculated as a percentage of your order total.



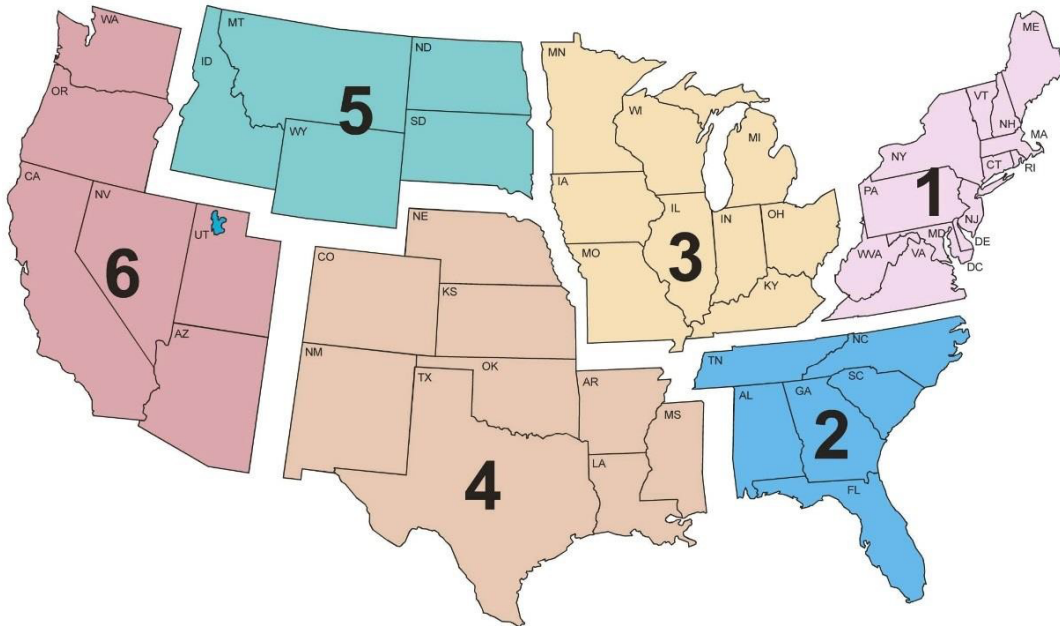
Simply find your zone. Then using the table below, apply the appropriate shipping percentage according to your order total. ***No rate changes since December 2020.**

This new shipping structure is:

- FOB Cold Spring, NY
- Valid only within the lower 48 States. Outside of this area actual shipping rates will apply. Freight can be quoted based on a sales order and upon special request.
- Valid for both LTL and FedEx Ground shipping
- Includes all standard handling charges.
- Carried over to back orders, if any, at the rate of the initial order.
- Valid only for orders comprised of more than 50% full-priced merchandise (by value).
- Orders comprised of 50% or more Attic (discounted) items will be shipped at an Actual Shipping Rate value of the items.
- Customers are welcome to pick up orders at our Cold Spring, New York Warehouse with 24hour notice and by appointment only.

Please Note:

- Your invoice will reflect separate totals for merchandise and shipping charges.
- Attic, sale and discounted items will be shipped at a rate assessed to original wholesale price.
- Due to carrier requirements, pre-authorized claims for damaged or defective items must be filed within 5 business days of receipt of shipment.
- Returns of first quality merchandise are not permitted, unless the error is BIDKhome's.



| Order Total | Zone 1 | Zone 2 | Zone 3 | Zone 4 | Zone 5 | Zone 6 |
|---------------|-------------|-------------|-------------|-------------|-------------|-------------|
| \$0-\$999 | Actual Rate | Actual Rate | Actual Rate | Actual Rate | Actual Rate | Actual Rate |
| \$1000-\$2999 | 18% | 21% | 20% | 21% | 23% | 23% |
| \$3000+\$4999 | 16% | 19% | 18% | 19% | 20% | 20% |
| +\$5000 | 13% | 13% | 13% | 15% | 15% | 15% |

Accessorial Charges

Shipping companies charge for extra services outside of their normal rate schedule. If a customer requests additional services or the shipping company deems it necessary, we will pass on these extra shipping costs according to the following schedule:

| Service | Fee |
|--|------------------------|
| Drop Ship Fee (FedEx Ground and LTL) | \$10 |
| Third-Party Shipper Fee (LTL) | \$20 + \$40 per pallet |
| Third-Party Shipper Fee (FedEx Ground) | \$10 |
| Residential Delivery (LTL) | \$75 |
| Call for Delivery Appointment (LTL) | \$10 |
| Inside Delivery (LTL) | \$100 |
| Lift Gate Fee | \$60 |
| One-Time Guideline/Routing Guide Review/Acceptance Fee | \$50 |
| Non-Standard Dimension Pallet Fee | Actual Rate |
| Pallet Fee on Actual Rate Shipping | \$40 |

Shipping Glossary

Accessorial Charges: "À la carte" or "accessory" charges for additional shipping or delivery services

FOB (Freight on Board): the responsibility for freight charges begin at location following

HFC (Hold For Confirmation): an order that is assembled but not considered "active".

Liftgate: Specialized equipment on the rear of a truck that brings the palletized shipment to street level.

LTL (Less than Truckload): palletized shipment transported by truck.

Third Party Shipper: shipping company determined by the customer that is not in regular use by BIDKhome.

Shipping Policy Rider (as it appears on the Sales Order)

Damages, defective merchandise and/or shortages must be reported within 5 business days of receipt of goods. The refusal of shipments can result in a 20% restocking fee and payment of all freight charges. Up-to-date shipping fee schedule is available at www.bidkhome.com/customer-service.html. Please note that accessorial charges are assessed as needed and assessed by shipping companies not BIDKhome. Orders are charged/billed the day of shipment. Back-orders will be shipped unless cancelled by customer. A 25% charge will be applied to any accounts in collection.

Please email any shipping questions or concerns to: customerservice@bidkhome.com

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