

Shipping Policy

revised 12.16.18, v.19



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.

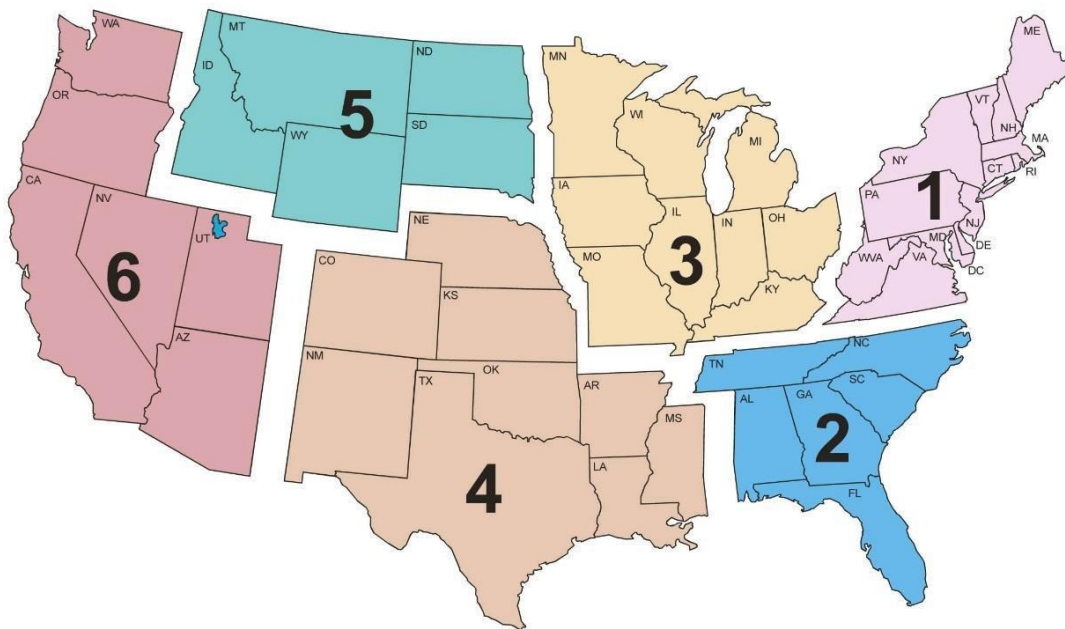
Simply find your zone. Then using the table below, apply the appropriate shipping percentage according to your order total.

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:

- Zones have been recalibrated and rates are slightly increased for the first time in two years due to carrier rate increases.
- 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-\$799	Actual Rate	Actual Rate	Actual Rate	Actual Rate	Actual Rate	Actual Rate
\$800-\$2999	17%	20%	19%	20%	20%	22%
\$3000+\$4999	15%	18%	17%	18%	18%	19%
+\$5000	12%	12%	12%	14%	14%	14%

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
Limited Access Location Fee	\$75
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 begins 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.

Limited Access Location Fee: A charge levied by the shipping company at their discretion due to the extra effort required to make the delivery. Such locations include but not limited to:

camps, places of worship, educational institutions, construction sites, temporary events, storage units, locations requiring security inspections, schools, islands, businesses, rural locations and farms.

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

BIDK Home

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