

# Shipping Policy

revised 11.01.16



We at BIDK home understand that shipping charges play an important role in your purchasing decisions. For your convenience, the following is a fully 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 24 hours notice and by appointment only.

Please Note:

- 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; on the exception that the error is BIDKhome's.



| Order Total     | Zone 1      | Zone 2      | Zone 3      |
|-----------------|-------------|-------------|-------------|
| \$0-\$799       | Actual rate | Actual rate | Actual rate |
| \$800-\$2,999   | 16%         | 18%         | 20%         |
| \$3,000-\$4,999 | 14%         | 16%         | 17%         |
| +\$5000         | 10%         | 11%         | 12%         |

**BIDK HOME**  
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## 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                                          | \$50                   |
| 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.

*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](http://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](mailto:customerservice@bidkhome.com)