

Freight, Payment & Returns Statement

Door Hardware &
Electronic Access Portfolios



Freight Policy

The following standardization updates apply across the continental United States and Canada. For full context see General Terms and Conditions. Carrier will be selected by dormakaba. Air freight and other requested priority shipments will be at the expense of the customer. Handling is added to freight.

Effective May 7, 2024, the following freight program applies to all Door Hardware and Electronic Access orders **excluding Keyscan and Farpointe Data** product lines.

Prepaid Freight Policy (United States, \$USD)

RCI Electronic Controls

Less than \$650	\$20.00
Greater than \$650; less than \$2,500	3% of order value
Greater than or equal to \$2,500	Free freight

Design Hardware

Less than \$650	\$20.00
Greater than \$650; Less than \$5,000	3% of order value
Greater than or equal to \$5,000	Free freight

BEST Hinges

Less than \$650	\$20.00
Greater than \$650; Less than \$1,500	3% of order value
Greater than or equal to \$1,500	Free freight

BEST, dormakaba, Multifamily, E-Plex & Simplex

Less than \$650	\$20.00
Greater than \$650 Less than \$12,000	3% of order value
Greater than or equal to \$12,000	Free freight

Prepaid Freight Policy (Canada, \$CAD)

RCI Electronic Controls

Less than \$1,200	2.5% of order value
Greater than or equal to \$1,200	Free freight

Design Hardware

Less than \$5,000	2.5% of order value
Greater than or equal to \$5,000	Free freight

BEST Hinges

Less than \$1,500	2.5% of order value
Greater than or equal to \$1,500	Free freight

BEST, dormakaba, Multifamily, E-Plex & Simplex

Less than \$12,000	2.5% of order value
Greater than or equal to \$12,000	Free freight

Other terms and charges may apply to **Alaska, Hawaii, and Puerto Rico**, as does with export orders and special multiple destinations or multiple shipments to the same destination. Items backordered from an order qualifying for prepaid shipping charges will be shipped prepaid.

All charges resulting from customer designated carrier, air freight, special handling, special routing or other freight services requested by the customer will be at customer's expense.

All goods ship F.O.B. factory.

Customer shall be responsible for obtaining insurance. Title and risk of loss for products shall pass when made available to customer on delivery to carrier in the United States or Canada; provided that if payment has not been made at the time of shipment, dormakaba shall retain title (but not risk of loss) until payment has been made.

If product is damaged in transit, customer must file claim exclusively with airline, carrier, vessel and/or insurance company; provided, however, that if dormakaba has not received payment in full at the time the product is damaged in transit, dormakaba shall have the right to file claim exclusively with airline, carrier, vessel and/or insurance company.

Payment and RMA (Returns) Policy

The following Payment & Return Program revisions for our Door Hardware and Electronic Access portfolios will apply to all orders beginning on May 2nd, 2022.

Payment Terms:

- 2% 10, Net 30

Returns & Restocking

- Standardized 35% restocking fee for all returns

If you have any questions regarding this announcement, please contact your local sales representative for more details

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