

**DROP SHIPPING POLICY**

**Domestic Parcel Drop Shipments (UPS, FedEx, USPS)**

A domestic parcel drop shipment shall be defined as any parcel order, be it finished goods or OEM replacement parts, being sent to a US location that is not wholly owned or operated by the authorized distributor listed on the billing address of the invoice.

Shipping terms for all parcel drop shipments on behalf of an authorized distributor will be either FOB Destination, Freight Collect or Allowed OR FOB Destination TPB (Third Party Bill). Distributor and Warehouse Distributor customers (i.e with a discount term below Jobber Level 2) **will be subject to an additional 10% shipping and handling fee.** This surcharge will be applied to the sub-total of the invoice.

In addition, drop shipments with any carton weights above 20lbs will require the purchase of additional carrier insurance regardless of the number of zones being shipped through. This is to protect all parties against loss and damage during transit.

**Domestic Pallet Drop Shipments (FTL and LTL)**

A domestic freight drop shipment shall be defined as any palletized order being sent to a US location that is not wholly owned or operated by the paying authorized distributor listed on the billing address of the invoice.

All FTL and LTL freight drop shipment terms will be FOB Destination, Freight Collect and Allowed. This means freight fees will now always be itemized on your final invoice. The shipper maintains liability for the goods until delivery at the customer's loading dock.

Pallet drop shipments that satisfy the following conditions will NOT be subject to the 10% drop ship surcharge.

1. Order is shipping to a single location.
2. Sub-total of sales order before shipping cost meets or exceeds \$3,000.
3. Shipment is within the US

Pallet drop shipments that satisfy the freight allowance minimum will receive a freight allowance credit in accordance with the freight allowance table.

**Damage Claims**

**If the end customer of a drop shipment accepts a damaged carton and does not notify Zendex Tool either directly or through the authorized distributor via email within 48 hours of shipment, they will do so at their own expense. Claims will be processed according to our Claims Policy document.**

*This policy is also available on our website:*

[zendextool.com/authorized-distributor-center/authorized-distributor-drop-ship-policy/](http://zendextool.com/authorized-distributor-center/authorized-distributor-drop-ship-policy/)

