



The Fire Place Ltd.
11700 West Silver Spring Road
Milwaukee, WI 53225
 Phone (800) 527-0474 / Fax (414) 527-0598
 Website- www.fireplaceltd.net
 Email- dealersales@fireplaceltd.net

Freight & Shipping Policies — effective April, 2023

The Fire Place Ltd strives to get you the order you have placed with us by the most cost-effective means, while also taking into consideration that you receive the product in excellent condition.

Placing Your Order:

- We recommend orders be emailed to dealersales@fireplaceltd.net to ensure accuracy. We will email an order confirmation back to your email address with the current availability, allowing you to verify that your purchase order was received by us, all items & quantities were entered correctly and that your cost matches your expectations.

Shipping Your Order:

- Orders are shipped via the best method at The Fire Place Ltd discretion, unless a specific carrier is requested by the customer. Our standard carriers include, but are not limited to, Speedee Delivery Service, UPS, N&M Transfer and various other LTL freight carriers depending on your shipping location. We make every effort to combine orders shipping to one location to save on transit costs. However, due to varying circumstances, some orders may incur more than one freight charge. These charges are the responsibility of the recipient.

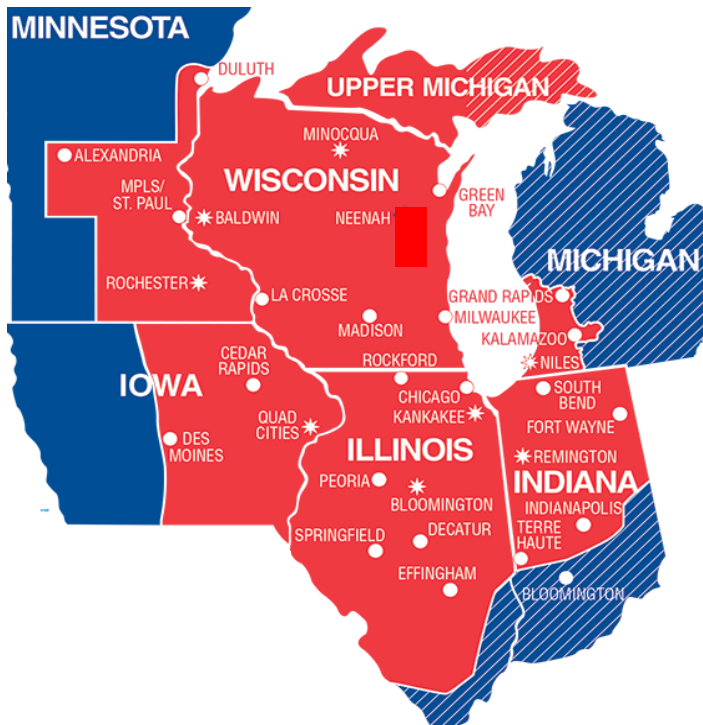
Parcel Package Service (Speedee Delivery, UPS):

- Dealer Orders that are shipped via parcel package service will have the shipping charges added to the sales order and will be charged or invoiced along with the product shipped.

LTL Freight Shipments (Palletized and Larger Shipments):

- Dealer Orders shipped via N&M Transfer will be sent 'Freight Prepaid' and the freight cost will be added to the sales order and charged or invoiced along with the product shipped. See the Flat-Rate Shipping Map and Discounted Rates below. Flat Rate Freight Charge is subject to change without notice. Please inquire at the time of placing your order. Notice-

These rates apply to N&M Transfer only!



State / Zip Code	1 Pallet	2 Pallets	3 Pallets
WI – 530-537, 539, 541-544, 549	\$100	\$185	\$260
WI – 538, 540, 545-548	\$110	\$200	\$285
IA, IL, MN, & Upper MI	\$120	\$225	\$315
IN, & S.W. Lower MI	\$135	\$255	\$360
Lift Gate Fee- Order in Advance	Additional \$75		
Size & Weight Limits	48" X 48" Pallet	1000 LBS	
Rates subject to change without notice. Please verify cost at time of ordering.			

- Orders shipped via all other LTL freight carriers will be sent 'Freight Collect' and the carrier will collect for shipping upon delivery, unless prior arrangements have been made direct with the carrier or The Fire Place Ltd.
- Please specify if this shipment will be delivered to a residential address, or require lift-gate assistance to unload. Most carriers charge additional fees for these types of services, and the carrier will include a re-delivery fee as well, if this is not specified in advance.

Receiving Your Order:

- Please inspect the shipment for damage or missing items upon receipt of the order prior to accepting the delivery. The freight bill will include a total piece count that can be quickly verified or use the packing slip attached to your shipment to verify the exact inventory. Any claims for damage or missing items must be noted directly on the freight bill or with the delivery driver for parcel package service prior to accepting the shipment. If this is not done, the carrier may deny any claims.
- In the event you have received an item that is incorrect, call our customer service department to arrange for the correct item to be sent out immediately. If the order was placed via email, we can determine how the error occurred and resolve the problem for you quickly. If the order was placed by phone, we cannot verify how the error occurred. We will gladly take the item back without restocking charges (new condition/stock items only), however we cannot be responsible for additional freight charges to expedite return or the re-delivery on the replacement item.
- In the event you receive a damaged item, you first need to determine if the item can easily be repaired or replaced. This must be determined on a case by case basis.
 - If so, it is best to accept the shipment with the damage clearly noted on the freight bill.
 - If the item is not easily repaired or replaced, the entire shipment must be declined and the carrier will return the shipment to us for inspection.
 - Either route, please take a couple of photos of the entire shipment showing the condition as received, as well as separate photos detailing the damaged item and email them to our office within 24 hours so we can assist in resolving the issue and filing a claim with the freight carrier.

Returns / Warranty:

- Call our customer service department in advance of shipping or returning the item(s) to us. We will verify the status of the item(s) and provide instructions for you to arrange return delivery.
- Include a copy of the original sales receipt or invoice with a notation as to the reason for return and credit will be issued to your account and applied toward future invoices.
- Items being returned must be in new condition and packaged in original carton.
- Returns must be made within 90 days of original invoice date.
- No returns or cancellations on non-stock, special order or discontinued items.
- Freight charges are the responsibility of the sender. Items returned freight collect will be refused.

Questions?

Call us at **800-527-0474** or email us at dealersales@fireplaceltd.net and we will be glad to help.

Please reference the sales order or invoice number, if possible.

Thank you for your continued business and support.