

# Freight, Payment & Returns Statement

Door Hardware &  
Electronic Access Portfolios



## General information

### Freight, Payment and RMA (Returns)

Global markets continue to experience unprecedented demand and increased raw materials, freight, and labor costs. The following standardization updates apply across our Door Hardware and Electronic Access portfolios for the US and Canada. For full context see General Terms and Conditions in every Price Book.

The following Freight program will apply to all Door Hardware and Electronic Access orders effective July 5, 2022.



### Prepaid Freight Policy (United States & Canada)

- All orders for Design Hardware products equal to or above \$5000 will receive prepaid freight.
- All orders for Hinge products equal to or above \$1500 will receive prepaid freight.
- All orders inclusive of BEST; BEST PRECISION; dormakaba architectural hardware; and dormakaba Commercial Hardware product lines equal to or above \$12,000 will receive prepaid freight.

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.

Freight policy does **exclude Keyscan, RCI and Farpointe Data product lines**. Freight policy for Keyscan, RCI and Farpointe will be announced at a later date.

Other terms and charges 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.

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### Freight, Payment and RMA (Returns)



#### 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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