

# Freight, Payment & Returns Statement

Door Hardware &  
Electronic Access Portfolios

Effective May 2022



## 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 for our Door Hardware and Electronic Access portfolios will apply to all orders beginning on May 2nd, 2022.



#### Freight

- Orders equal to and above \$12,000 will receive prepaid freight
- Orders below \$12,000 will be charged published rate for freight
- Excludes RCI and Farpointe

Carrier to be selected by dormakaba; air freight and other requested shipments will be at the expense of the customer. Handling is added to freight.



#### Payment and RMA (Returns)

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

dormakaba USA  
6161 E. 75th Street  
Indianapolis, IN 46250

dormakaba Canada  
7301 Decarie Blvd  
Montreal, QC H4P 2G7

[www.dormakaba.us](http://www.dormakaba.us)