



# Will-Call and Freight Policy

## Will-Call Policy

When picking up orders, the customer is responsible for confirming that the order quantities are correct. All materials are to be checked off on the provided materials list as loading occurs to verify full receipt of the order.

The customer must report any visibly damaged material and missing or incorrect items within two business days after pick-up time.

## Will-Call Storage and Restocking

AS&D will store will-call orders up to two weeks after the time the customer is notified their material is available for pick up. After two weeks, materials are subject to a 25% restocking fee with the balance refunded to the customer. All custom-ordered and fabricated items will be charged at full price. This includes, but is not limited to, swaged cables, custom cutting, custom hardware, and non-stocked/non-standard inventory purchases.

If the customer reorders the materials after they have been restocked, then standard lead times will still apply.

## AS&D FOB Destination Freight & Parcel Delivery Policy

The customer is responsible for unloading materials at the delivery location. If a forklift is required, it is the responsibility of the customer to provide one.

A materials list is provided with all shipments. The customer has within two business days after the delivery date to inspect materials & report any missing or incorrect items.

If a freight delivery arrives with visible damage or signs of damage, the customer must note on the delivery driver's BOL (bill of lading) that there was damage and that a closer inspection of materials will follow. Customer must then notify AS&D with a detailed list of damaged products within 24 hours of delivery so that a claim can be made with the freight company. AS&D requires customers to take representative photos of damaged materials to assist with the claims process.

If the customer reports damaged or missing items within the specified time frame, AS&D will promptly arrange for the materials to be replaced. If the damaged or missing item claim is not received within the specified time frame, then the customer is responsible for replacement costs.

## AS&D FOB Origin Freight & Parcel Delivery Policy

The customer is responsible for scheduling the shipment via the company of their choice once AS&D has notified them that their order is ready for transit. The customer will pay the shipping cost and is responsible for any materials that are damaged while in transit.

If damage occurs during transit the customer is solely responsible for submitting a claim to the freight company for reimbursement of the damaged materials. The customer may contact AS&D to order replacement materials at their own cost. All disputes with the freight company shall be handled by the customer. AS&D's responsibility for the shipment ends when the shipment leaves the loading dock.

The customer is responsible for unloading materials at the delivery location. If a forklift is required, it is the responsibility of the customer to provide one.

A materials list is provided with all shipments. The customer has two business days after the delivery date to inspect materials and report any missing or incorrect items. AS&D will promptly arrange for missing or incorrect materials to be replaced. If the missing item or incorrect items are not reported within the specified time frame, then the customer is responsible for replacement costs.