

ERV Freight Policy

YELLOW ZONE: Add 1% of list price

GRAY ZONE: Add 1.5% of list price

GREEN ZONE: Add 2.5% of list price

BLUE ZONE: Add 3% of list price

RED ZONE: Add 3.5% of list price

ORANGE ZONE: Add 4% of list price

PURPLE ZONE: Add 4.5% of list price

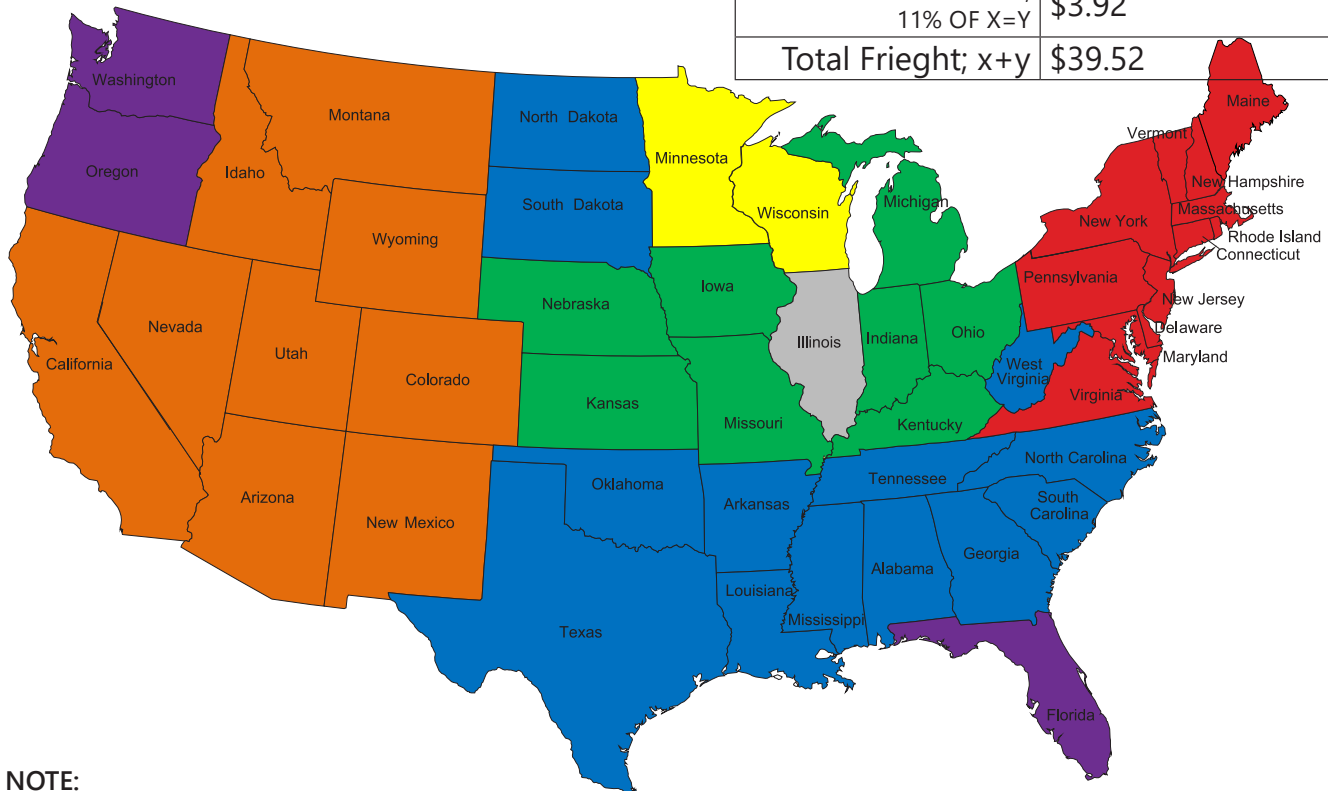
Add 11% fuel charge to all freight costs

Please note surcharge is included in the total cost of the ERV/TR Freight Cost

HOW DO I CALCULATE FREIGHT?

EXAMPLE FOR GREEN ZONE

Item	List Price
TR90	\$1,314
SPTL	\$110
Total List	\$1,424
ZONE FRIEGHT; 2% of list price=x	\$35.60
FUEL SURCHARGE; 11% OF X=Y	\$3.92
Total Frieght; x+y	\$39.52



PLEASE NOTE:

- TR/ERVs are excluded from the S&P USA Free Freight Allowed (FFA) Program.
- For any areas outside of the zones, such as Hawaii, Alaska and Puerto Rico, please contact our Support Services department for a freight quote at 1-800-961-7370 or custserv.jax@solerpalau.com.
- Shipping must be included on the Purchase Order (PO) as a separate line item.
- ERVs will have freight added based on destination zone up to 5 units. For order/quotes over 5 units, S&P will be provide a freight quote.
- Quantities per order are limited – please check with S&P Support Services for shipping schedules regarding orders of 5 or more units including pallet quantities of TR models.
- Lead times are subject to stock on hand as well as the approval of open credit, credit card information, or other method of payment having been established.
- Please request a shipping quotation for other destinations, or for special shipping arrangements including expedited delivery, split or redirected shipments.
- There is a minimum shipping charge of \$15 per order on small parcel shipments and \$85 per order for LTL (less than a truckload). **A \$100 adder will be charged per LTL shipment to any location other than our distributor's dock** (such as jobsite delivery or contractor address).
- There will be a \$100 minimum charge for any curb shipment.
- All returned goods require prior authorization at the option of S&P USA. Accepted products must be in as new condition.
- All returns are subject to a restocking charge (15% for TR90-TR130, 25% for TRLPe, TRC500-TRC1600) plus any additional costs to refit and repackage units for sale. Outbound and return shipping is the responsibility of the customer.
- To submit a RMA, fill out form labeled "Total Recovery Series (ERV only) here: <https://www.solerpalau-usa.com/resources/claim-center.html>
- **All returns must have S&P RMA # on package or will be refused at the cost of the customer.**
- To avoid additional shipping costs, all returns must be sent directly to 201 Raemisch Rd, Waunakee, WI 53597.