



Domestic U.S. Freight Policy	
<p>DELIVERY COMMITMENT: Delivery appointment times may be requested. We will do everything we can to work with our carriers to meet your requested time. However, factors such as weather, traffic congestion and job-site conditions limit us to a delivery window that begins with your requested time and allows us a two-hour grace period thereafter.</p>	
EPDM Products	Freight allowed on truckload shipments of 24,000 lbs. or more. Standard stock items may be combined to make truckload weight (standard stock items vary by distribution center - contact Customer Service for specific information.)
	Two deliveries for separate destinations, within a 100-mile radius, may be combined into one shipment. An additional \$100.00 stopover charge will apply for this service.
TPO Products	Freight allowed on truckload shipments of 24,000 lbs. or more. Standard stock items may be combined to make truckload weight (standard stock items vary by distribution center - contact Customer Service for specific information.)
	Two deliveries for separate destinations, within a 100-mile radius, may be combined into one shipment. An additional \$100.00 stopover charge will apply for this service.
	Special colors and/or gauges require a minimum shipping lead-time of two weeks and may be subject to additional freight charges. Contact Customer Service for specific information.
Polyiso Insulation	Freight allowed on truckload shipments of 24 bundles or more. All shipments of Polyiso are with Flatbed equipment only; no common carriers.
	Two deliveries for separate destinations, within a 100-mile radius, may be combined into one shipment. An additional \$100.00 stopover charge will apply for this service.
Wood Fiber Board	GenFlex Wood Fiber is shipped from Jarratt, VA and International Falls, MN.
	A stopover fee of \$100.00 will be charged for a second delivery destination located within 50 miles of the first delivery point.
	Freight allowed on shipments of full truckload quantities only. Deficit Freight will be charged for less than full truckload quantity shipments.
Dens Deck Products	A stopover fee of \$100.00 will be charged for a second delivery destination located within 50 miles of the first delivery point.
	Freight allowed on shipments of full truckload quantities only. Deficit Freight will be charged for less than full truckload quantity shipments.
Miscellaneous	A Fuel Surcharge of \$100.00 applies to the shipments of all GenFlex Roofing Systems materials. Fuel surcharges from Toll-Vendors (GP, ACH, etc.) will be invoiced at the actual amount.
	Customer pick-up allowances are available for truckload quantities.
	Special loading requirements (wood runners, barriers, etc.) are available for an extra charge.
	Unreasonable job-site delays that result in carrier detention charges shall be invoiced to the customer.
	Contact Customer Service for information concerning these miscellaneous items.
Claims / Returns	All claims shall be made in writing within 30 days after delivery of goods. Returns will not be accepted without written authorization from GenFlex Roofing Systems Customer Service.
	Return freight shall be prepaid at the buyer's expense.
	Returned materials must pass warehouse inspection and deemed saleable upon receipt prior to credit being issued. A 20% restocking fee will be deducted from this credit.
NOTE: Terms and conditions contained in this freight policy are subject to change at any time without prior notice.	