



SHIPPING POLICY

DOMESTIC FREE SHIPPING

Most BendPak and Ranger brand products include **Free Shipping**. However, we suggest you contact BendPak or your BendPak Dealer for a listing of items eligible for free destination delivery. Free Shipping items will be delivered freight prepaid to all Direct Shipping Points located within the 48 contiguous United States. Accessory-only shipments or service parts orders are generally not eligible for free freight. Orders for accessories or service parts are subject to a per-piece freight charge based on package weight and destination zone.

BendPak will designate the freight carrier based on region and/or best service defined by our shipping department. In the event a preferred carrier is requested, the dealer/customer will be responsible for paying an additional 5% freight surcharge at time of order.

REQUESTS FOR COD SHIPMENTS NOT ACCEPTED

Items less than 150 lbs. will typically be shipped FedEx ground unless otherwise stipulated on the purchase order. Some items cannot be shipped via FedEx due to size, weight, and restrictions on hazardous materials. Some items may be subject to additional hazardous-materials charges.

REMOTE DELIVERY AREA SURCHARGE

Although BendPak's Free Shipping Policy covers the cost of transportation and delivery to Direct Shipping Points for the majority of our shipments within the 48 contiguous states (excluding any applicable surcharges), shipments destined to Non-Direct Shipping Points will be subject to a Delivery Area Surcharge fee. Delivery Area Surcharge fees are excluding other applicable freight surcharges that may apply to your order.

The Delivery Area Surcharges listed below identify the six different shipping zone classifications based on zip codes.



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1. **Free Delivery Area (FDA)** - The zip code is located in a Direct Shipping Point or this shipment is not subject to a Delivery Area Surcharge.
2. **US 48 Zip DAS (48 DAS)** - The zip code is located in an area out of normal shipping hub locations. There will be a 48 DAS surcharge added to all shipments destined to these zip codes.
3. **US 48 Zip DAS EXT (48 DAS EXT)** - The zip code is located in an area that extends a little farther out of normal shipping hub locations. There will be a 48 DAS EXT surcharge added to all shipments destined for these zip codes.
4. **US 48 Zip RAS (48 RAS)** - The zip code is located in a very remote area that is far out of normal shipping hub locations. There will be a 48 RAS surcharge added to all destined to these zip codes.
5. **HI Zip RAS (HI RAS)** - Although we already charge a special delivery fee for Hawaii shipments, some places in Hawaii are very remote and far out of normal shipping hub locations. There will be a HI RAS surcharge added to all shipments destined to these zip codes.
6. **AK Zip RAS (AK RAS)** - Although we already charge a special delivery fee for Alaska shipments, some places in Alaska are very remote and far out of normal shipping hub locations. There will be an AK RAS surcharge added to all shipments destined to these areas.

WHAT IS A DIRECT SHIPPING POINT?

A Direct Shipping Point is typically located in a developed urban area with a high density of houses, commercial buildings, roads, bridges, and railways and has close proximity to major highways and shipping lanes. Freight carriers delivering to these Direct Shipping Points will usually handle your freight from pickup to delivery without the need for interline partners.

That does not mean that your shipment will necessarily stay on the same truck the entire time, but it does ensure that the same carrier company will be handling your freight from pickup to delivery. A Delivery Area Surcharge (DAS) fee will not apply to shipments destined to a Direct Shipping Point.



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WHAT IS A NON-DIRECT SHIPPING POINT?

A Non-Direct Shipping Point is typically located in a rural area with low population density and large amounts of undeveloped land. They are often distant from major highways and shipping lanes. Shipping to these remote and rural locations are Non-Direct Shipping Points with higher associated delivery costs. Freight carriers delivering to Non-Direct Shipping Points will usually have to use one or more interline partners to transport your freight due the remoteness of the address. A Delivery Area Surcharge (DAS) fee will be added to all shipments destined to a Non-Direct Shipping Point.

SHIPPING INTERNATIONAL

Looking to place an order outside the U.S.?

Please contact us at 800-562-4791 to place an order, make an inquiry, or request documents.