



Shipping Terms and Conditions

All deliveries must be checked before signing off receipt of the product from the shipping company. Any damage found and not commented on the receipt document may not be claimed and may not be replaced by Ultra Lite Shutters. It is the responsibility of the dealer to inspect any packages that are suspected of having hidden damage before signing the receipt of product from the shipping company. If hidden damage is expected, comment that hidden damage is highly likely due to the nature of the received package. All delivery times are estimated and are contingent on accidents, strikes or other anomalies that are out of our control. If priority shipping is required, this must be commented on the order when submitted.

All quotes are for primary lanes and are subject to change at any time. Dock to dock, commercial service is required and there will be additional charges for non-dock drop and residential services. Estimated rates generated are for primary terminal points in major centres and 3rd party transfers due to remote delivery will incur additional charges.

If shipment of the product is being provided by Ultra Lite, the following restrictions of the shipment are required.

- The shipment must be inspected upon arrival. Any damages that are not recorded and reported immediately cannot be covered under the shipment warranty. Hidden damages must be reported immediately upon identification.
- If the product is damaged upon receipt, you must include a detailed report on the receipt document.
- Do not write "Subject to Inspection" or a similar phrase on the receipt documents. Shipping companies do not recognize this as a valid report if damage is eventually reported.
- If the product is severely damaged upon delivery, the dealer must refuse the package. It will be returned to the manufacturer, repaired, or replaced and shipped back at no charge to the dealer.
- If additional warranty on the product is required, it is the responsibility of the purchaser to request this before the shipment is picked up.
- If the delivery attempt requires the delivery person to wait in excess of 15 minutes, additional charges may be applied.
- Shipments over 250cm (8ft) will have an additional surcharge applied to the freight amount.
- Shipments over 450cm (15ft) will require special shipping charges and instructions.
- All deliveries will be attempted between 8:00AM and 4:00PM local time. If those times are not suitable to your business, specific delivery instructions must be provided before your product is picked up, and additional charges may apply.
- The shipment must be delivered to an authorized business address.
- If your shipment is placed on a pallet, which is only available by your request, you are required to have sufficient vehicles and/or tools at the time of drop-off to accommodate the removal of the shipment from the transport vehicle.

Issues with Product upon Arrival

It is critical to notify Ultra-Lite if your product is damaged. If Ultra-Lite has shipped your product, you must notify us immediately to ensure we can take the proper steps. The following rules apply when receiving damaged product.

Minor Damage – If the product has minor damage, you may accept the product, but you must record on the receiving documents that there was minor damage and you must notify Ultra-Lite immediately. Ensure you take pictures and be as descriptive as possible.

Major Damage – If the product has major or extreme damage, it is the responsibility of the dealer to refuse the shipment due to extreme damage. The shipping company will return the package to Ultra-Lite and we will diagnose, repair, or replace the product and ship it back to you at no additional charge. If the product is accepted and the product requires replacements, additional charges may apply.

Concealed Damage – It is the responsibility of the dealer to open and review all shipped items immediately upon receipt. Concealed damage is when a shipment is accepted in good condition, but damage is found only after the product has been unpacked. Due to Ultra-Lite's significant limitation in filing concealed damage claims, Ultra-Lite must defer to the concealed damage policy of the freight company.

Damaged Product from Shipping & Freight Claims

If your freight is shipped FOB by Ultra-Lite, Ultra-Lite will handle the claim with the shipping company. To ensure we can file a proper claim, we must have the following.

- Receiving documents from shipping company with damaged freight note.
- Images of the damaged product.
- Descriptive writeup of the damage found on the product.
- All information sent to Ultra-Lite within 72 hours of receiving the product.

If you have shipped your own product, you are responsible for filing the claim with your shipping company.

There are certain procedures for inspecting shipments. To ensure that we can appropriately hold freight companies responsible for damage, an inspection must be made of the product before signing the shipping receipt. Please follow the procedures outlined below. If the procedures are not followed, Ultra-Lite will not be able to warranty any parts.

1. Do not sign any receipt of the product until the product shipment has been inspected.
2. All drivers must wait a maximum of 30 minutes during drop-off while the shipment is inspected.
3. If any damage is visible, suspected, or even somewhat likely, you must mark 'DAMAGED' on the receipt.
4. Ultra-Lite cannot warranty any parts if the freight damage is not recorded on the shipment receipt.

Due to the lack of control during shipment, we ask everyone to inspect every shipment completely. The only way Ultra-Lite is able to provide warranty on damaged product is for us to have all documentation necessary to file a claim.