

## ORDER FULFILLMENT

Ohio Valley Flooring offers **PICKUP, DELIVERY, and THIRD-PARTY SHIPMENT** of orders to established customers throughout our sales territory of **Ohio, Indiana, Kentucky, Western Pennsylvania, Northwest West Virginia, and Northern Tennessee.**



Order fulfillment options include: **Will Call & Terminal Pickup, OVF Truck, Full Truckload, Jobsite Delivery, Direct & Third-Party Shipment, and Common Carrier/LTL.**

**Residential Deliveries are NOT available** from any OVF location.

*Note: two-letter Shipping Method Codes shown in [BRACKETS] appear on OVF orders, invoices, shipping documents, labels, and OVF Online.*

## CUSTOMER PICKUP

**WILL CALL [WC]** — Customer pickup is available for a \$10 Will Call fee at the following OVF locations: **(1) Mason, OH; (2) Cleveland, OH; (3) Indianapolis, IN; and (4) Louisville, KY.**

**TERMINAL PICKUP [RZ]** — Terminal pickup at our cross-dock partner in **(5) Pittsburgh, PA** is available or a standard delivery charge.

## DELIVERY

**OVF TRUCK [OT]** — Deliveries are made by an OVF-owned truck, on a schedule set by our logistics team. A flat Delivery Fee is charged per drop and is added to the invoice for most recent order delivered on a given day.

**SHIP WITH OTHER GOODS [SO]** — Customers may request **SWOG** for orders to be delivered by OVF Truck only. This keeps them from shipping until at least one other order is scheduled for delivery.

**CASH/CHECK ON DELIVERY** — **COD** orders require the customer to pay OVF before taking possession of material. Customer is notified of total amount due one day prior delivery. Payment can be made (a) via OVF Online by Credit Card or Electronic Check; or (b) to the delivery driver by Cash, Certified Check, or Money Order.

**FULL TRUCKLOAD** — Full truckload deliveries must be arranged with OVF Transportation Manager prior to ordering. A min. \$300 delivery fee applies.

**JOBSITE DELIVERIES** — Jobsite deliveries may be requested for a \$300 fee and at least two business days' notice. Location must be able to receive a 48' trailer. Customer must be capable of offloading all materials. Common Carrier jobsite deliveries must originate from OVF's Mason, Ohio location. Jobsite contact name & phone number required at time of order.

## THIRD-PARTY &amp; DIRECT SHIPMENTS

Shipment of orders may be arranged by **COMMON CARRIER [CC]** or **FEDEX GROUND [FX] / 5-DAY [F5] / NEXT DAY AIR [F1].**

**DIRECT ORDERS [DI]** are shipments made via third party directly from a manufacturer/supplier location to an address provided by the customer. OVF provides a shipping estimate in advance, and customer is responsible for all delivery costs.

**ALL ADDITIONAL SERVICE FEES** incurred for common carrier shipments will be subsequently billed to customer.

## ORDER POLICIES

**CUTOFF TIME** — Orders for **NEXT-DAY PICKUP OR DELIVERY** must be placed by **1:00 PM.**

**CANCELLING A SCHEDULED DELIVERY** — To avoid incurring a delivery fee, customer must notify OVF Customer Service or Shipping Office before the end of working hours on the business day prior if they are unavailable for a scheduled delivery.

**DELIVERY DEADLINE** — Customer must accept delivery of a regular order within **25 BUSINESS DAYS** of material availability, otherwise the order becomes subject to automatic cancellation.

**WILL CALL PICKUP DEADLINE** — Regular orders must be picked up within 40 business days or will be subject to automatic cancellation. For certain products, customer may incur storage fees after 25 business days.

**CANCELLED ORDERS** — Customer will be invoiced for **CUT FEES** if material is cut before order cancellation. **PRICING and MATERIAL AVAILABILITY** on cancelled orders are **NOT GUARANTEED** upon re-order.

**SPECIAL ORDERS & NON-STOCKING MATERIAL ORDERS ARE NON-CANCELLABLE.** After 25 days, they are subject to a \$25 per pallet (roll) per month storage fee. After 45 days, they will be considered **PAST DUE** and begin accruing **FINANCE CHARGES.**

## DELIVERY POLICIES

OVF Drivers will accommodate **CUSTOMER REQUESTS** for unloading at the driver's discretion. Customers should **COMPLETE INSPECTION OF DELIVERIES WITHIN 15 MINUTES** after unloading for regular orders (or 1 hour for full truckloads). A detention fee of \$50 will be charged if customer inspection delays an OVF driver beyond this limit.

Customers must notate any **DAMAGED OR MISSING MATERIAL** on their delivery paperwork to receive credit. OVF Driver will confirm and coordinate procedures with shipping office. Customers have three business days to report any **CONCEALED DAMAGE** and provide requested information to OVF Shipping Office.

**REFUSED OR UNDELIVERABLE SHIPMENTS** will incur a standard delivery fee unless notifies OVF Customer Service or Shipping Office by closing time on the business day prior the scheduled delivery.

Ohio Valley Flooring **SHALL NOT BE LIABLE FOR DELAYS** caused by natural disasters, labor conflicts, accidents, government priorities, shortages of material or any cause beyond the seller's control.

## RETURNS

Select material may be returned with **PRIOR RETURN AUTHORIZATION** only. Contact OVF Customer Service with your invoice number and date to obtain authorization and schedule pickup of material. **UNAUTHORIZED RETURNS WILL NOT BE ACCEPTED.**

Returns other than defective material or shipping error will be subject to a 25% **RESTOCKING FEE** with a minimum of \$75. Tarkett Commercial products are subject to a 35% restocking fee.

Material must be in good, re-saleable condition and in original packaging. Discontinued, non-stocking and special order material will not be accepted for return. Minimum quantities may apply to certain material, such as tile, trim, cut roll goods, etc.

Original invoice pricing will be used for return goods credit. Credit will be issued after return and material inspection.

## PRICING &amp; TERMS

**ALL PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE.**

**STANDARD PAYMENT TERMS ARE NET 30.**

**FINANCE CHARGE IS 2.5% PER MONTH.**