

Tip # 24 Freight & Return Policies

Did you know that ContiTech IFS Industrial Hose has a Freight & Return Policy to support our distributors?

Freight Terms: Freight is prepaid on all orders \$5,000 or greater shipped to any ONE location served by common carrier within the continental United States and Canada. Orders placed via EPIX or EDI, freight is prepaid if \$2,000 or greater with a few exceptions noted under "Electronic Orders". Standard freight terms are FOB point of shipment. On all PPO and PPA shipments, ContiTech will select the carrier and ship at ContiTech's discretion within a reasonable time. Due to size and shape, some hose shipments may require special packaging that makes the shipment ineligible for freight prepaid. These exceptions include but are not limited to:

Exceptions:

- All 9 inch ID and larger suction hoses that ship from Granby will ship Collect, or PPA, and can not be combined with other qualifying prepaid freight products.

Electronic Orders: Industrial Hose EPIX and EDI orders are prepaid when the value is \$2,000 or greater with the following exceptions:

- All Granby, Quebec produced Custom Built Hose specifications (Product Codes beginning 541) can not be ordered electronically and do not qualify for PPD freight of \$2,000.
- All 9 inch ID and larger suction hoses that ship from Granby will ship Collect, or PPA, and can not be combined with other qualifying prepaid freight products.

A ContiTech Authorized Distributor can more effectively utilize inventory, increase sales and maximize profits with the Inventory Adjustment Program offered by ContiTech.

How to Request an Inventory Adjustment: Contact your ContiTech Sales Associate or Customer Service Representative with a list of items to be returned. Customer Service will then provide a Return Goods Authorization (RGA).

Frequency and Limitations: Unlimited returns throughout the year, with a dollar cap of 4% of prior calendar year's net sales or \$200,000 USD for the year (whichever is lower).

Restocking Fee: No fee, with offsetting order (limited exceptions are noted in the price pages for each business unit). A 15% restocking fee will apply if the distributor does not place an offsetting order or for violation of ContiTech's Inventory Adjustment Policy.

For full details on both Freight & Return Policies, [click here](#).

If you have any questions regarding this *#didyouknow* tip, please contact IFS Industrial Hose Manager of Distributor Marketing, Randy Kish by phone, (330) 664-7091, or e-mail, Randy.Kish@ContiTech.us