



# FREIGHT TERMS

## COOK MANUFACTURING

**Rev:** A

**Date:** 7/21/2021

The following terms and conditions apply to all orders being shipped via a common freight carrier. All freight shipments are FOB origin. Customer assumes ownership once the order has left Cook Manufacturing. We highly recommend purchasing third party insurance on all shipments. Unless otherwise noted on your order, the cost of shipping is based on delivery to a commercial address with a loading dock or forklift available for unloading. Customer must be present to receive the shipment on weekdays from 8:00 am to 5:00 pm. The customer will be responsible for any charges if additional services are required. Please note that any additional charges are determined by the freight carrier not Cook Manufacturing.

- Lift Gate Service
- Inside Delivery
- Residential Delivery
- Notification Prior to Delivery
- Delivery Appointment
- Limited Access
- Redelivery

All shipments must be inspected for damage at the time of receipt. Any damage must be noted on the carriers' bill of lading. Our customer service team must be notified of any damage within 3 business days to file a claim with the carrier. All items included with your order must be compared against the packing list. Notify our customer service team of any missing items within 7 days. Any items determined to be missing, we will provide to the customer free of charge.