

**CSC LED offers next-day departure on in-stock items from your local branch.**

Rush or same-day orders may be subject to a rush order surcharge.

Qualifying orders may be eligible for pre-paid freight. Please review our shipping policy below.

## PREPAID FREIGHT

Prepaid standard freight on qualifying orders of \$250.<sup>00</sup> or more before taxes to branch partner locations in Canada.

## EXCEPTIONS

**Orders Under \$250.<sup>00</sup> Before Taxes** - please provide a preferred carrier and account number for shipment or speak to the CSC LED order desk to obtain a shipping quote.

**Remote Areas** - speak to the CSC LED order desk to obtain a shipping quote.

**Rush/Expedited/Clearance Shipments** - please provide a preferred carrier, account number, and service level for shipment or speak to the CSC LED order desk to obtain a shipping quote.

## PLEASE NOTE

- Shipments going to BC, AB, and SK will originate from our BC or AB warehouse.
- Shipments going to MB will originate from our BC, AB or ON warehouse as stock permits.
- Shipments going to ON, QB, NL, PEI, NS, and NB will originate from our ON warehouse.
- CSC LED reserves the right to use the most economical shipping method for prepaid freight. This includes waiting for stock transfers between branches.
- It is the responsibility of the distributor to provide accurate and complete shipping details prior to the shipment. Additional fees related to inaccurate or incomplete shipping information may be passed on to the distributor.

## ACCESSORIAL CHARGES MAY APPLY

We do our utmost to ensure our carrier partners provide the best service to our customers by providing timely and accurate deliveries. Orders with special handling may be subject to the following accessorial charges. Please discuss your shipping specifications with the CSC LED order desk when placing your order.

**Tailgate** - \$50

**Residential Delivery** - \$50 pallet / \$10 courier

**Call Before Delivery Appointments** - \$35

**Delivery Appointments** - \$100

**Second Attempt Delivery** - Will be forwarded at cost.

**Same-day departure (RUSH)** may be subject to a surcharge.

## SHIPMENT DISPUTES

If you received an order that is not correct (damaged, missing, or incorrect items) please let us know within two weeks of delivery and provide photographs of the received shipment. CSC LED will address and resolve the issue accordingly.

Unfortunately, if the product is damaged by your carrier, we can not provide replacements or submit claims on your behalf; however, we encourage you to submit a claim to your carrier for compensation.

All charges subject to applicable taxes and may be subject to change without notice. FOB Cambridge ON, FOB Calgary AB, or FOB Port Coquitlam BC unless otherwise noted.