



NorvaNivel Shipping Guidelines

Prices listed in the priceguide are delivered list prices. NorvaNivel will prepay freight charges unless prior arrangements have been made. Delivered pricing is based upon ground transportation, business location, and dock-to-dock delivery.

NorvaNivel retains sole discretion on carrier selection for all shipments designated as delivered.

Delivered pricing does not include the below items, which are subject to additional charges and invoiced as necessary:

- Labor to unload trucks
- Scheduled delivery
- Inside delivery
- Call before delivery
- Absence of loading dock
- Lift gate truck
- Expedited shipments
- Re-consignment charges
- Storage charges
- Inability to accommodate semi-trailer truck
- Redelivery charges
- Non-Business hours or weekend delivery
- Residential delivery
- Construction site delivery
- Government location security charges
- Trade show or convention center charges
- School/University location charges

ESTIMATED SHIP DATE

The estimated ship date on the order acknowledgement is not guaranteed. This date may change during the production schedule. NorvaNivel is not responsible for labor, expedited shipping charges, furniture rental, or other costs that may result from a change of ship date.

SCHEDULED DELIVERY/GUARANTEED DELIVERY

Scheduled/Guaranteed delivery is NOT included in NorvaNivel Delivered Pricing. NorvaNivel will try our best to accommodate specific delivery dates however this is NOT guaranteed and NorvaNivel will NOT be responsible for late deliveries or any costs associated with a late delivery. If Scheduled/Guaranteed delivery is required for your order, Customers can request Scheduled/Guaranteed Delivery for an Additional Expedite Charge. In the event that the Scheduled/Guaranteed Delivery is missed, NorvaNivel will reimburse only the amount of the Expedite Charge. No additional charges beyond the Expedite fee will be reimbursed. Call before delivery is standard.

U.S. SHIPPING/FREIGHT CHARGES

All orders less than \$5,000.00 list are subject to an additional \$500.00 net shipping and handling

charge for U.S. Mainland Destinations. Other U.S. destinations such as Hawaii and Alaska: freight is prepaid to mainland point of exit. Ocean freight is not included.

OTHER SHIPPING DESTINATIONS

International freight is prepaid to the port of export. NorvaNivel is not responsible for brokerage fees or customs duties related to shipments outside the US.

FREIGHT DAMAGE AND CLAIMS

Ownership and title transfers to buyer upon acceptance by the carrier. All product is packaged in compliance with carrier's specifications. Upon receipt, all cartons must be carefully inspected for any damage. Any damage to packaging materials or product must be noted on carrier's delivery receipt. Customer has fifteen (15) days to report and request inspection from carrier for damage noted on carrier's receipt or for concealed damage discovered after delivery. Both packaging material and contents must be retained for carrier's disposition. Freight damage claims are the responsibility of consignee. Shortage claims must be reported to carrier within ten (10) days of date of receipt.

DAMAGED/DEFECTIVE UPON ARRIVAL

Do not install damaged or defective product. Accepting and installing damaged/defective product voids its eligibility for replacement.

STORAGE & RE-DELIVERY

Upon completion of manufacturing the product, NorvaNivel will ship merchandise. If customer requests delay in shipment, we will make arrangements to store merchandise at customer's expense. Transfer to storage will enact transfer of ownership to customer for all purposes including invoicing and payment. If a delivery date change or delay is requested within seven days prior to scheduled ship date, the actual cost for freight, storage and handling will be billed to customer.