



FREIGHT POLICY • TERMS & CONDITIONS

STANDARD FREIGHT POLICY

EFFECTIVE MAY 1, 2024

PARCEL SHIPMENTS	DETAIL
PARCEL GROUND SHIPMENTS	\$250 Freight Allowed
RESIDENTIAL DELIVERY FEES AREA SURCHARGE	\$2.50
STANDARD PARCEL SHIPPING FEE	\$14.99 (excludes AK & HI)
OVERSIZED PARTS / WHOLE GOODS / ACCESSORIES	Gardner Preferred Carrier Charges
DROP SHIP FEE	\$4.00
EXPEDITED DELIVERY <i>(including emergency drop ships from manufacturer)</i>	Gardner Preferred Carrier Charges
ORDERS LESS THAN \$25	\$5.00
WEEKLY PREPAID FREIGHT <i>(excluding whole goods)</i>	Qualified Dealers Only
AUTO SOURCE SHIPPING <i>(Generac, Husqvarna, Hydro-Gear, Kohler, MTD, Oregon)</i>	Qualified Dealers Only
ALTERNATE WAREHOUSE SHIPPING <i>(all other product lines)</i>	Gardner Preferred Carrier Charges
BACK ORDERS SHIP FREE FREIGHT* <i>(*excluding oversized items)</i>	No Additional Charge
TRUCK FREIGHT - LTL	DETAIL
CARRIER IMPOSED ACCESSORIES <i>(lift gate residential, etc.)</i>	Gardner Preferred Carrier Charges
PARTS	\$250 Freight Allowed Gardner Preferred Carrier Charges
ALL ENGINES AND SHORT BLOCKS	Gardner Preferred Carrier Charges
OVERSIZED PARTS / WHOLE GOODS / ACCESSORIES	Gardner Preferred Carrier Charges
WHOLE GOODS	Program Specific
BACK ORDERS	Gardner Preferred Carrier Charges
OIL / FUEL / LUBRICANTS (STAND-ALONE PROGRAM)	DETAIL
\$2,500 MIX AND MATCH	Free Freight
\$1,250 MIX AND MATCH	Flat Rate \$100

Gardner, Inc. reserves the right to amend the exception list at any time without notice. SpeeCo products are not included in the freight allowed calculation (or considered as an "exception"). Orders shipped outside of the continental United States will be billed shipping charges based on total weight & dimensions of shipment, to include customs duties and brokerage fees, if applicable. COD shipments are not available from Gardner. All special fees, including hazardous materials, fuel surcharges etc., are in addition to the above charges. Factory Direct Drop Shipments will be assessed Gardner Preferred freight charges. Effective May 1, 2024. Failure to properly document freight damage or missing goods at the time of the delivery will result in no ability to file a loss or damage claim with the carrier. It is critical that all staff who receive goods for your company are trained on how to properly receive shipments. Prices and specifications subject to change without notice. Limited product availability in some states.

SHIPPING DAMAGE OR DISCREPANCY CLAIMS

Shipping damage or discrepancies must be reported to Gardner within 48 hours. Inspect all shipments for discrepancies or damages prior to accepting them from designated carriers. Be sure to note any damages/discrepancies on the carrier's documents and keep a copy for use in filing your claim. Gardner will not be held liable or accountable for any damage not documented on the carrier's delivery documents.

RETURN POLICY

All returns must be in sellable condition and in original factory packaging. Reconditioned items are not returnable. Installed items or items with altered part numbers will be rejected with **No Credit Issued**.

ORDER ERRORS

Order errors must be reported to Gardner within 48 hours. Returns must be requested within 30 days of receipt of merchandise. We will issue full credit for any items that are billed to our customers as a result of an error on our part.

- An RMA must be issued for any items being returned.
- A return tag / label or truck pickup will be issued by Gardner.
- A credit will be issued within 10 days after the parts have been accepted.
- A credit may be issued without the return of the part(s). Gardner will make this determination based upon the return shipping cost.

PARTS RETURN

Parts being returned that are not the result of an error on our part have specific guidelines:

- Parts must be returned at customer's expense, to the appropriate warehouse by the same shipping method it was received.
- An RMA must be issued and the number written on the outside of the box adjacent to the shipping label.
- A credit will be issued within 30 days after the parts have been accepted.
- Credit will be issued minus a 20% restocking fee and any applicable re-boxing fees.
- The determination of saleability and acceptance rests solely with Gardner.

Any items that are not in sellable condition will be returned to the customer at their expense, or scrapped. Gardner Returns Department will notify the customer to make that decision. A response will be necessary on the disposition of the denied product or it will be scrapped on the designated date.

NON-RETURNABLE ITEMS:

- Belts.
- Electrical parts.
- Items listed as non-returnable by manufacturer, superseded, or no longer available.
- Whole goods and accessories.
- Reconditioned Items.
- Liquids, chemicals, oil, paint, sprays, or lubricants.

EFFECTIVE MAY 1, 2024.



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Gardner Columbus
3641 Interchange Rd
Columbus, OH 43204

Gardner Boston
125 Constitution Blvd
Franklin, MA 02038

Gardner Greensboro
5920 Summit Ave
Browns Summit, NC 27214

Gardner Jacksonville
12740 Kenan Dr
Jacksonville, FL 32258

Gardner Memphis
7111 Woods Blvd, Ste 200
Olive Branch, MS 38654

Gardner Portland
1331 Tandem Ave NE
Salem, OR 97301

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■ FOUR TYPES OF RETURNS:

Annual Dealer Returns: please follow the annual return guidelines outlined in this document that include participation in our annual Spring Booking Program.

Quarterly Dealer Returns: a “local” Gardner customer that prefers to personally deliver returns more frequently to their local Gardner warehouse (20% restocking fee for entire RMA).

Consumer Returns: Gardner will assist with the coordination of a product return that is shipping directly from a Consumer to a Gardner warehouse (the shipping warehouse). Gardner can provide a return label (if applicable). Charges for this type of return will be a flat fee of \$15/order to process (includes freight to return product).

Daily Returns: Returns made within 30 days of purchase with a 20% restocking fee for entire RMA. Returns that include products that are denied (not approved or unsellable), Gardner will attempt to contact the customer to advise them of denied status.

■ THE FOLLOWING CHECKLIST IS THE PROCEDURE TO USE WHEN PREPARING YOUR ANNUAL PARTS RETURN:

Prepare a list of items you wish to return and submit it to your Gardner Representative and confirm which type of return you are requesting (Annual or Quarterly).

- Please include your account number, phone number, contact person and email address
- All requested returned products must have been purchased directly from Gardner in the past 12 months.
- If processing an Annual Dealer Return, please follow our Spring Booking Order Program return guidelines stated in the program document. Offsetting orders should be sent with your return request.
- Approved returns will be assigned an RMA. Please be sure to notate the RMA # on your return! (No returns will be accepted without an RMA#).

(continued on next page)

- Annual returns must be shipped prepaid to your assigned Primary Gardner Distribution Center and shipped to Gardner by December 31st.
- The amount of the credit will be based on the original purchase price.
- The total amount of return is limited to 2% of your annual purchases.
- The product must be in resalable condition (no additional markers or stickers on packaging) once received at a Gardner Facility or the credit will not be processed.

■ PLEASE NOTE THE FOLLOWING EXCLUSIONS APPLY TO ALL TYPES OF RETURNS:

- No engines or short blocks can be returned.
- All parts must be in original manufacturer packaging.
- No electrical parts can be returned.
- No oil, dirt, grease, or any stains can be on the packaging.
- No wheeled goods or whole goods.
- No ripped, torn or damaged boxes, containers, clam shells or bags.
- Belts are eligible to be returned if they are in their original sleeve and are not showing wear and tear. Gardner has the final decision on belts.
- Blades are eligible to be returned. Blades cannot show any use, or have been installed or rusted.
- Paint, oil or any parts identified as "NR" (not returnable) or "NLA" (no longer available) in the current price file are not returnable.
- Gasket sets, seals, rubber tubing and products with a Dealer cost of < \$5 are not returnable.

Please contact your Gardner Representative if you have any questions about our Returns Policy or Guidelines.



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