



# FREIGHT POLICIES

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## CAREFREE FREIGHT POLICIES

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### SHIPPING

This policy applies to product that is drop shipped from Carefree. For all other issues, contact the distributor <sup>A</sup> of record.

1. Product is drop shipped by a common carrier of Carefree's choice unless prior arrangements have been made in writing.
2. All product deliveries are scheduled Monday through Friday during normal work hours. The delivery recipient is responsible for notifying Carefree, prior to order shipment, of schedule restrictions including days or times when deliveries are not suitable.
3. Freight companies may charge a reschedule or redelivery fee if unable to deliver at the scheduled time. Carefree is not responsible for these fees if not notified of schedule restrictions prior to each shipment.
4. Expedited freight charges are billed through the distributor. Carefree must receive the distributor's approval prior to shipment. Expedited shipments cannot be made without the distributor approval.
5. Production turnaround times for PC orders are covered in the chart on page 4.
6. The order, including the distributor approval and distributor P.O., must be in to Carefree by 12:00 MST (Mountain Standard Time). The order cannot be processed without the distributor information.
7. Shipment notification will be sent to dealers and distributors that have an email address on file with Carefree. Notification contains shipment confirmation and tracking information.
8. The dealer/distributor must notify Carefree of any changes to email addresses to continue to receive these notifications.
9. Quotes for freight charges and delivery times are available on request. Quotes are an estimate based on information from the freight company but are not a guarantee of service or charges.

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**A.** "Distributor" is used as a generic reference for the authorized selling RV Aftermarket Warehouse Distributor or Original Equipment Manufacturer (OEM) on record at Carefree.

## CAREFREE FREIGHT POLICIES

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### FREIGHT DAMAGE

**IT IS THE RESPONSIBILITY OF THE CONSIGNEE TO INSPECT THE SHIPPING CONTAINERS ON ALL MERCHANDISE RECEIVED AND TO NOTE DAMAGE ON THE DELIVERY RECEIPT AS SHOWN BELOW.**

**THE DELIVERY RECIPIENT MUST CONTACT CAREFREE WITHIN 24 HOURS OF DELIVERY AND REPORT ANY DISCREPANCIES INCLUDING SHIPMENTS REFUSED BECAUSE OF DAMAGE.**

### FREIGHT DAMAGE IN TRANSIT

In order to insure that Carefree of Colorado can pursue a claim, these notations must be used when signing the delivery receipt:

1. If freight is damaged beyond repair, please sign:

“ \_\_\_\_\_ **DAMAGE REFUSED-CLAIM PENDING**” \_\_\_\_\_  
# OF PIECES HAVE DRIVER INITIAL

- 1.1. Notify Carefree anytime a shipment is refused due to damage.

2. If freight is repairable, please sign:

“ \_\_\_\_\_ **DAMAGE KEPT-CLAIM PENDING**” \_\_\_\_\_  
# OF PIECES HAVE DRIVER INITIAL

- 2.1. Do not list damaged parts on the delivery receipt! Contact Carefree within 24 hours. After notification, Carefree of Colorado will send the replacement parts.

**ALWAYS SIGN USING ONE OF THE NOTATIONS ABOVE! NO MORE, NO LESS!  
NEVER SIGN “SUBJECT TO INSPECTION”**

- 2.2. Carefree may request photographs of the damaged product(s) and packaging.

### DELIVERY SHORTAGE

1. Always verify the piece count and sign with number of pieces noted on the delivery receipt at the time of delivery.
2. For deliveries with shortages, if the freight company cannot or does not clear the shortage in two working days, notify Carefree. Carefree will reship the missing balance of the order.
3. If the freight company “finds” the freight after a reshipment has occurred.

**REFUSE ANY FREIGHT THAT IS FOUND TOO LATE.**

The “found” shipment will be identified with the original order number and will be marked “**TO CLEAR SHORTAGE**”.

# CAREFREE FREIGHT POLICIES

## ORDER TURN AROUND TIME / DOMESTIC FREIGHT CHARGES

Turnaround time begins once Carefree receives a PO from your billing Distributor	<b>FACTORY TURN AROUND TIME</b> (IN HOURS UNLESS NOTED)		<b>Freight Charges</b>
	PC <small>(Standard Fabric Colors)</small>	Custom <small>(Custom Fabric Colors)</small>	

### REPLACEMENT PARTS

Plan-O-Gram Parts & Retail Packaged Parts	Available exclusively from your Carefree Distributor		
Small Replacement Parts	24		\$18
Large Replacement Parts (Extrusions, Cases, Covers etc.)	72		Varies based on product
Pullstrap-Custom Lengths (per shipment)	72		\$7
Alumaguard or Uniguard Assembly Travel Awning	72		\$90 ea.
Half-set Arms	24		\$35 ea.
Roller Tube only	24		Up to 7' \$35 ea., over 7' \$90 ea.
Replacement Springs (Also available from your Carefree Distributor)	24		\$24 ea.
Replacement Spring Arms - Box Awnings	72		\$35 ea.

### REPLACEMENT CANOPIES

Custom Vinyl or Acrylic Canopy, no Alumaguard or Uniguard	24	5 Days	\$24 ea.
Vinyl Distributor Stocking Canopy Only	24		\$49 ea.
Vinyl or Acrylic Canopy with Alumaguard or Uniguard	72	5 Days	\$90 ea.
Window Awning Fabric Only	24	5 Days	\$18 ea.
Slide Out Cover Fabric Only (all except Omega)	24	5 Days	\$18 ea.
Omega Fabric Only		5 Days	\$24 ea.

### COMPLETE PRODUCTS

12 Volt Powerwinch Folding Camping Trailer Lifter	24		\$35 ea.
Arms - Eclipse / Travel'r / Altitude/Pioneer	24		\$40 per set
Arms - Curved	5 Days		\$55 per set
Arms - Fiesta-Straight	24		\$40 per set
Arms - Window Awning	24		Pre-paid with roller; \$18 ea w/o roller.
Buena Vista + Room (Also available from your Carefree Distributor)	24		\$35 ea.
Campout	24		\$55 ea.
Freedom Box Awnings	72	5 Days	\$100 ea.
Marquee Box Window Awning and OTD Awning	72	5 Days	Up to 7' \$55 ea., over 7' \$100 ea.
Mats-ALL (Also available from your Carefree Distributor)	24		\$24 ea.
Mirage Patio Awning	72	5 Days	\$350 ea.
OTD Awning (Vertical Arm)	24	5 Days	\$40 ea.
Rafters-ALL (Also available from your Carefree Distributor)	24		\$35 ea.
Roller Assembly Patio/Travel Awnings-ALL	24	5 Days	\$90 ea.
Roller Assembly - Window Awning	24	5 Days	Up to 7' \$35 ea.; Over 7' \$90 ea.
Slide Out Awnings -ALL (except XL)	24	5 Days	Up to 7' \$35 ea.; Over 7' \$90 ea.
Slide Out Awnings-ALL XL Versions	72	5 Days	
Sunblocker/Sideblockers (Also available from your Carefree Distributor)	24		\$24 ea.
SunShades	24		\$35 ea.
Truckin' Awn	72		\$35 ea.
Vacation'r Room (Also available from your Carefree Distributor)	24		\$24 ea.
Visors	72		\$18 ea.

### Expedited, Same Day & Residential Shipments

Expedited Freight (NDA, 2 <sup>nd</sup> Day, 3 <sup>rd</sup> Day)	Standard turnaround times noted above apply	Custom turnaround times noted above apply	Actual freight charges will be added to invoice
Residential & Private Residence Surcharges	Standard turnaround times noted above apply	Standard turnaround times noted above apply	8' & Below-\$15 each + Standard or expedited freight costs  Freight Truck & Over 8'=\$105 + Standard or expedited freight costs

### Additional Information

To save on drop ship charges, please check your distributors stock

1. Turnaround times posted are calculated in business days/hours and begin once Carefree receives a PO from your billing Distributor
2. Shipping information applies to shipments within the Continental United States
3. Prices and availability subject to change without notice