










The Canadian freight program requires one-time opt in.

Visit [www.ofgo.com/cdn-freight-form](http://www.ofgo.com/cdn-freight-form) for more information and to opt-in

 ZONE 7	 ZONE 6	 ZONE 5	 ZONE 4	 ZONE 3	 ZONE 2	 ZONE 1
<p><b>Freight Program:</b> 7% of total order list value, or \$450 (whichever is greater)</p> <p><b>Includes:</b> Vancouver Surrey Richmond Delta Burnaby Kelowna</p>	<p><b>Freight Program:</b> 5% of total order list value, or \$350 (whichever is greater)</p> <p><b>Includes:</b> Calgary Edmonton Saskatoon</p>	<p><b>Freight Program:</b> 4% of total order list value, or \$300 (whichever is greater)</p> <p><b>Includes:</b> Winnipeg Brandon Regina Thunder Bay Sudbury North Bay Sault Ste Marie</p>	<p><b>Freight Program:</b> 5% of total order list value, or \$375 (whichever is greater)</p> <p><b>Includes:</b> Halifax Moncton Saint John Fredericton Charlottetown Sydney</p>	<p><b>Freight Program:</b> 2% of total order list value, or \$150 (whichever is greater)</p> <p><b>Includes:</b> Ottawa Montreal Gatineau Laval Quebec City Cornwall Kingston</p>	<p><b>Freight Program:</b> 2% of total order list value, or \$150 (whichever is greater)</p> <p><b>Includes:</b> Hamilton London Windsor Niagara St. Catharines Kitchener Waterloo Barrie Peterborough</p>	<p><b>Freight Program:</b> 1% of total order list value, or \$75 (whichever is greater)</p> <p><b>Includes:</b> GTA</p>

**Freight program applies to metro areas listed only.** For deliveries outside of areas listed, please contact OFGO STUDIO for a quote. For all orders under \$1000 NET, please add an additional 5 to 10 business day transit time buffer.

NOTE: orders >\$100,000 list may qualify for full truck load pricing. Contact us for details

See complete freight program terms & conditions on following page.

## GENERAL TERMS

OFGO STUDIO's freight policy is for dock to dock deliveries to metro cities listed, to our authorized dealer customers only.

All products are shipped FOB OFGO STUDIO.

Acknowledged dates shown on order confirmations do not include transit time.

**Access for a 53' trailer is required** as well as staffed loading dock within normal business hours (8:00am to 5:00pm). If alternate ship to locations other than dealer dock is required, additional freight charges may apply. Additional shipping charges may also apply for direct to site delivery, weekend delivery, storage fees, gate services, limited access deliveries, call ahead notices, excessive unload times or other custom freight requests.

We are unable to coordinate any LTL shipments for a guaranteed delivery date and/or time. If a customer requires a guaranteed delivery date and/or time then a dedicated carrier is recommended and additional surcharges will apply. All delivery date and/or times are provided on a best effort basis and OFGO STUDIO is not responsible for any costs incurred due to late deliveries. Please contact OFGO STUDIO Customer Service to verify prior to submitting your PO.

## CONSOLIDATION & ORDERS UNDER \$1000 NET

OFGO STUDIO can at its discretion, but is not responsible for, consolidating or holding orders in order to meet freight minimums. Orders shipping to the same location that have estimated due dates that are within ten (10) business days of each other can be consolidated together to meet freight minimums and avoid drop charge fees, however, it is the dealers responsibility to request the orders be consolidated together by emailing customer service prior to the orders shipping.

For all orders under \$1000 NET, please add an additional 5 to 10 business day transit time buffer.

## CARRIER DAMAGE POLICY

Before accepting a shipment from the carrier, check all boxes/pallets for visible damage. Do not refuse merchandise damaged in transit. If a shortage or damage occurs during transit, it should be noted on the freight bill of lading at the time of delivery, and a claim should be sent to OFGO STUDIO along with details and images within 24 hours of receipt of goods. All freight claims can be addressed to: [claims@ofgo.com](mailto:claims@ofgo.com)

Concealed damage should be reported to OFGO STUDIO immediately upon discovery. Any claims against OFGO STUDIO for apparent defects, errors or shortages must be made by the purchaser, in writing to customer service, within five (5) working days after delivery. Failure to make a claim within five (5) days shall constitute acceptance of the goods and a waiver of any apparent defects, errors or shortages. If replacement parts are provided dealers are responsible for any additional installation charges incurred.