SHIPPING POLICY (CAN)

At OFGO STUDIO, our goal is to provide the best possible shipping options for customers. We will choose the most appropriate carrier based on transit time and reliability for your specified shipping address, unless otherwise specified on your order. **NOTE: For all dealers participating in our freight program, it is not possible to specify a preferred carrier when placing your order.** OFGO STUDIO's Shipping Policy applies to all orders, including warranty and claim related orders.

For dealers with an open OFGO STUDIO account prior to 2022, the freight program requires one-time opt in to qualify for these rates.
Click here for more information



ZONE 1
GTA

1% of total order list value, or $75
(whichever is greater)

ZONE 2 & 3
Hamilton, London, Windsor, Niagara, St. Catharines, Kitchener, Waterloo, Barrie, Peterborough, Ottawa, Montreal, Gatineau, Laval, Quebec City, Cornwall, Kingston

2% of total order list value, or $150
(whichever is greater)

ZONE 4
Halifax, Sydney, Moncton, Saint John, Fredericton, Charlottetown

5% of total order list value, or $375
(whichever is greater)

ZONE 5
Winnipeg, Brandon, Regina, Thunder Bay, Sudbury, North Bay, Sault Ste. Marie

4% of total order list value, or $300
(whichever is greater)

ZONE 6
Calgary, Edmonton, Saskatoon

5% of total order list value, or $350
(whichever is greater)

ZONE 7
Vancouver, Surrey, Richmond, Delta, Burnaby, Kelowna

7% of total order list value, or $450
(whichever is greater)

Freight program applies to metro listed areas only.
Refer to complete terms & conditions on the following pages.

GENERAL TERMS

OFGO STUDIO's freight program is for **dock-to-dock deliveries to authorized dealer customers only.** All products are shipped FOB OFGO STUDIO (Concord, ON, Canada). Acknowledged shipping dates shown on order confirmations do not include transit time.

DELIVERY REQUIREMENTS:

- **Dock access to receive a 53' trailer is required** as well as a staffed loading dock within normal business hours (8:00am to 5:00pm, local time zone).
- **All product is packaged on pallets.** Receiver must have the ability to receive and store palletized product. We do not offer an option for floor load/boxed shipments.
- If alternate ship to locations other than dealer/installer dock is required, please contact OFGO STUDIO Customer Service to verify availability and pricing prior to submitting the PO. **Note OFGO STUDIO may not be able to deliver to all non-dock locations.** If shipping to a location without a dock, it is the dealer's responsibility to contact OFGO STUDIO prior to submitting the PO.
- Additional shipping charges may apply for additional services including (but not limited to):
    - Direct to site delivery
    - Limited access deliveries (this can include, but is not limited to: any location without dock access)
    - Weekend / afterhours delivery (note weekend/after hours delivery is case-by-case and not available for all orders and/or ship-to locations. Contact us to confirm availability)
    - Storage fees
    - Liftgate services (note liftgate services are case-by-case and not available for all orders and/or ship-to locations. Contact us to confirm availability)
    - Residential delivery (note residential delivery is case-by-case and not available for all orders and/or ship-to locations. Contact us to confirm availability)
    - Call ahead notices
    - Excessive unload times
    - Redirect / change of address
    - Refusal of delivery
    - Multiple stops
    - Street unload

If special needs/additional services are required, it's the dealer's responsibility to contact/advise OFGO STUDIO before the PO is submitted. Any applicable and approved charges for additional services must be included on the PO, or otherwise approved in writing by the dealer for the order to be released to production.

CUSTOM DELIVERY QUOTES

- All custom delivery quotes are subject to change and are valid for 5 business days from the date of quote.
- All FULL TRUCK delivery quotes allow for a one-hour offload time, at a dock location.
- Any removal of product from skids on the truck will void any claims for damage submitted.
- Any garbage left on the truck from product removal may result in additional charges.

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 dealer's 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.

TRANSIT TIME

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 charges will apply. Please contact OFGO STUDIO Customer Service to verify prior to submitting your PO.

Below is a list of typical transit times for each zone. Note these transit times are intended to be a guide only and are based upon typical timeframes for delivery. **Transit times are not guaranteed.** All delivery dates and/or times are provided on a best effort basis and OFGO STUDIO is not responsible for any costs incurred due to late deliveries.

ZONE	ESTIMATED TRANSIT TIME (CALENDAR DAYS, INCLUDING WEEKENDS)
1	1-2 Days
2, 3	2-3 Days
4	4-6 Days
5, 6	6-8 Days (excluding delivery locations within Ontario, which are estimated at 2-4 days
7	7-10 Days

CARRIER DAMAGE / CLAIMS

- 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 are to be submitted at www.ofgo.com/claims/. Claims are not accepted by email.
- If a visibly damaged order is received without indicating such on the bill of lading, the recipient waives all claim rights and ability to request no-charge replacements.
- Concealed damage should be reported to OFGO STUDIO immediately upon discovery by completing the claims form at www.ofgo.com/claims/. Claims are not accepted by email.
- Any claims against OFGO STUDIO for apparent defects, errors or shortages must be made by the purchaser by submitting the claim form at www.ofgo.com/claims/, within five (5) business days after delivery. Claims are not accepted by email. Failure to make a claim within five (5) business 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.

This shipping policy was last updated: October 7, 2026
Policy is subject to change from time-to-time. Refer to the OFGO STUDIO website for most current policy.