

Shipping & Freight Policy

The following terms and conditions constitute Cold Point Corporation's Shipping Policy.

1. Parts Orders

- All purchase orders for parts will be processed within 24 hours, unless the order is received after business hours, on weekends, or on holidays.
- If parts are in stock and available, purchase orders received before 2:00 PM on a business day will ship the same day.
- Orders received after 2:00 PM are not guaranteed to ship the same day.
- If parts are not in stock, an order acknowledgment will be sent with the scheduled ship date.

2. Chassis and/or Accessory Orders

- All purchase orders for chassis and accessories will be processed within 48 hours, unless the order is received after business hours, on weekends, or on holidays.
- An order acknowledgment will be sent within 48 hours, unless additional information is required.

3. Prepaid and Add Freight

- Purchase orders for quantities of 1 through 49 compressor-bearing chassis will have freight charges prepaid and added to the invoice at the time of shipment.

4. Third-Party / Collect Freight

- If a customer requests in writing to use their own carrier or logistics company, Cold Point will follow that request and make the necessary arrangements.

5. Allowed Shipments

- Freight is allowed on orders of 50 or more compressor-bearing chassis.
- Freight allowances do not include accessorial charges, including but not limited to:
 - liftgate service
 - inside delivery
 - notification or appointment delivery
 - driver-assisted unloading
 - limited-access delivery
 - residential delivery
 - storage or detention
 - construction site delivery
 - removal of packaging or pallets
 - re-delivery
 - white glove services
- All accessorial charges will be billed at the time of shipment.

6. Canadian Shipments

- For all Canadian orders, the customer must provide Cold Point with their customs broker at the time the order is placed.
- All customs duties, fees, and brokerage charges are the responsibility of the customer and their customs broker.
- All prepaid, third-party, and allowed freight rules listed above also apply to Canadian orders.

7. Freight Damage

- Customers must fully inspect their order upon arrival and verify that all items listed on the bill of lading (BOL) have been received.
- If any item is damaged or missing, the customer must note it on the bill of lading before the driver leaves.
- Damaged shipments may also be refused at the time of delivery.
- Customers must contact the Cold Point Sales Team immediately to report any freight damage.
- Cold Point is responsible for filing freight claims only when the shipment is sent prepaid or allowed.
- Cold Point is not responsible for filing freight claims on third-party or collect shipments. In those cases, the responsibility belongs to the party listed as the bill-to party on the purchase order.
- In the event of freight damage, Cold Point strives to make the claims process as quick and smooth as possible.

8. Shipment Confirmation and Order Tracking

- Once your order has shipped, you will receive a shipment confirmation email containing your tracking number(s).
- Tracking numbers will become active within 24 hours.

Contact Information

For further assistance regarding order cancellations, please contact:

- **Email:** sales@coldpointcorp.com
- **Phone:** 315-339-2331

Policy Updates

Cold Point Corporation reserves the right to modify this Shipping & Freight Policy at any time. Any changes will be effective immediately upon posting on our website.