SHIPPING POLICY & FREIGHT PROGRAM

08/2026

Eligibility

Prepaid Freight Program Eligibility

Great news! Our prepaid freight program is designed to make shipping easier for many of our customers.

For Customers with a Shiflet & Dickson LLC Account:

If you have an **open credit account in good standing** with us, you're automatically part of this program. We define "good standing" as an account that's:

Current (not past due)

Within its established credit limit

In **full compliance with all Credit Agreements**

For Customers Paying with Cash or With Credit Card

Even if you don't have an NET 30 account, you're still eligible for our prepaid freight program! This means whether you pay with **cash or with a credit card**, you can take advantage of our convenient prepaid shipping options.

Exclusions

Special orders and drop-ship orders are not eligible for prepaid shipping. These orders will be subject to standard freight charges as billed by the shipping vendor.

Delivery Refusal and Delays

Any fees incurred because of your **delay in accepting delivery, refusal of delivery, or requests for redelivery** will be charged directly to your account. Additionally, if **Prepaid NET orders are not paid by their due date**, the full shipping charges will be assessed to your account.

Carrier Selection and Surcharges

Shiflet & Dickson LLC reserves the right to **select the shipping carrier and method of delivery** for all prepaid freight shipments. Should you request a specific shipping carrier or an alternative delivery method, a **surcharge may apply**. You will be responsible for any additional costs associated with such special requests, including but not limited to expedited shipping, specific carrier preferences, driver assistance, weekend delivery, and C.O.D. (Cash on Delivery) services. These charges will cover any surcharges incurred by Shiflet & Dickson LLC for your chosen shipping or delivery method.

Program Scope

The Prepaid Freight Program applies exclusively to **standard ground shipping services** via UPS/FedEx and our selected freight shipping carriers. Shiflet & Dickson LLC **does not cover the cost of residential delivery surcharges or C.O.D. shipping charges.** Please note that most freight policies assess an additional fee for residential addresses.

Program Modifications and Liability

Shiflet & Dickson LLC reserves the right to **exclude any product or item from the Prepaid Freight Program** with prior notice to you.

We assume **no liability whatsoever for delivery delays, failure of delivery, loss of shipment, or shipment damages.** It is your responsibility to **inspect your package thoroughly upon delivery**. Claims for damages or discrepancies can be initiated by contacting our customer service department.

Shiflet & Dickson LLC reserves the right to **cancel or modify the Prepaid Freight Program at any time** in our sole discretion. We will endeavor to notify you of any such cancellations or modifications within a reasonable timeframe.

Shipping Schedule and Guarantees

While we strive for prompt delivery, **we do not guarantee delivery of your order within any estimated timeframe or by any specific date.** Our facility is **closed on Saturdays, Sundays, and most holidays**, as most carriers operate limited services (primarily expedited delivery packages) and do not perform pickups on these days.

Shiflet & Dickson LLC generally ships orders on the same day they are placed, unless a specific future shipping date is requested. Orders placed **Monday through Thursday before 4:15 PM EST** are typically prepared for shipment via UPS. Orders placed on **Friday before 3:30 PM EST** are usually prepared for same-day shipment. For oversized orders requiring motor freight, the typical cut-off time for same-day shipment is **1:45 PM EST**.

FREE FREIGHT SHIPPING PROGRAM	
ALL METRA | CRUX ONLY	PURCHASE $300 OF ANY OF THESE PRODUCTS PREPAID FREIGHT!
MAXPRO | S&D LIGHTING ONLY	PURCHASE $500 OF ANY OF THESE PRODUCTS PREPAID FREIGHT!
ALL OTHER 12 VOLT PRODUCTS | HOME | EXCLUDES SUB BOXES	PURCHASE $1000 OF ANY OF THESE PRODUCTS ARE PREPAID FREIGHT | EXCLUDES ALL EMPTY OR LOADED SUB BOXES
ALL-LOADED SUB BOXES & EMPTY SUB BOXES ALL 12-VOLT & HOME	PURCHASE $2000 OF ANY OF THESE PRODUCTS ARE PREPAID FREIGHT | INCLUDES TOTAL ORDER PLACED IN THE SAME DAY
TERMS AND CONDITIONS APPLY	

Minimum order of **only Metra/CRUX** or combination of both products of $300 or higher on final invoice order cost, not including taxes or other fees.

Minimum order of **only MAXPRO/S&D Lighting** or combination of both products of $500 or higher on final invoiced order cost, not including taxes or other fees.

Minimum order of **All other 12-Volt and Home Products (excludes all loaded and empty Sub Boxes)** of $1000 or higher on final invoiced order cost, not including taxes or other fees.

Minimum order of **All loaded and empty Sub Boxes (including all 12-VOLT & Home)** of $2000 or higher on final invoiced order cost, not including taxes or other fees.