

# Swan Purchase Order Acceptance Policy

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Purchase orders should be submitted via:

Email [swanezpo@swanstone.com](mailto:swanezpo@swanstone.com) or Fax (800) 342-7926

To ensure accurate and timely processing and shipping of orders, all purchase orders require the following information:

- Submitted on customer letterhead (or Swan Purchase Order Form)
- Current net prices
- Current Swan part numbers
- Shipping information, method and freight terms
- Payment terms
- Contact phone number and email address

**Please note we will only accept current Swan part numbers submitted on Purchase Orders.** We will no longer process incorrect, outdated or unique customer product identifiers used on Purchase Orders.

Purchase orders submitted with missing or incorrect data will not be processed until corrected. Order corrections must be in writing (email or fax is acceptable). Purchase orders will only be accepted from customers responsible for invoice payment. There is a \$35 minimum charge on all purchase orders.

**\*\* Purchase order lead times will automatically default to the longest product lead time on purchase order. \*\***

**Purchase orders cannot be canceled or changed with QuickShip eligible items. All other purchase order changes or cancellations must be completed within 48 hours of purchase order acceptance.** After 48 hours no changes will be allowed.

Quantities of 25 pieces or more per part number are not eligible for QuickShip.

**Custom Vanity Tops or Special Orders must be submitted on a separate Purchase Order.** Custom Vanity Tops or Special Order items cannot be returned.

Orders received before 2 p.m. CST will be entered the same day and an order acknowledgement email will be issued. Orders received after 2 p.m. CST will be processed the following business day.

## Order Lead Time Policy

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On March 21, 2016, the following product lead time are in effect:

**QUICKSHIP** eligible products will be shipped from our warehouse within 5 business days from the date on the order confirmation. Quantities of 25 or more per part number are not QuickShip eligible. Due to the fluctuation of inventory levels, larger QuickShip orders may be subject to longer lead times.

**\*\* Please note, only QuickShip eligible products must be on purchase order to receive the 5 business day lead time. \*\***

**STANDARD** products will be shipped from our warehouse within 15 business days from the date on the order confirmation.

**STANDARD PLUS** products will be shipped from our warehouse within 20 business days from the date on the order confirmation.

**SPECIAL ORDER** products will have quoted lead times. Check with Swan Customer Service on lead times and availability.

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**EXPRESS SERVICE** eligible products will be shipped from our warehouse on the next business day (parcel items only) or in three business days for all other items. Subject to product availability, special conditions and additional charges will apply. See Express Service program for more details.

**Please view Price and Product Guide or [swanstone.com](http://swanstone.com) for more information on product categories.**

# Freight Policy

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## **Standard Shipping and Delivery**

If your order total exceeds your market's freight allowance, free Standard Shipping is included with your order. For information on your market's free freight allowance, please contact your local rep or your Swan Regional Sales Manager. Changing your shipping method or preference may affect your order's free standard shipping eligibility.

Swan will attempt to send all available items together in the same shipment, however, please be aware that some items could ship from different locations in separate shipments because our inventory is located throughout the United States. When possible, items from multiple orders will be combined into the same shipment.

When Standard Shipping method is selected, all delivery dates are estimates. Because LTL (Less Than Truckload) and parcel carriers control the merchandise consigned to them, and may route it through multiple locations, we cannot guarantee specific dates.

Drop ship deliveries must have receiving docks and forklift. If receiving docks and forklift are not available and a lift gate truck is required, additional fees will be incurred. Other Special Handling fees may apply and will be invoiced to the customer separately.

**Swan will not be liable for any losses, costs, damages, charges or expenses caused by any delay for the delivery of the goods. In all cases, we recommend booking installation after receipt and inspection of product.**

## **Preferred Shipping and Guaranteed Delivery**

When product delivery is critical and expedited shipping is needed or transporting directly to a residential address, utilizing our Preferred Shipping option is required. Our Preferred Shipping charge is the cost of freight plus handling and will be quoted and invoiced.

Swan will make arrangements to confirm your delivery date 24-48 hours before scheduled delivery. Delivery to commercial job sites will require more administration and Swan will work with the customer for a specific time for job delivery. If we miss our delivery promise, we will refund the shipping costs.

**Swan will not be liable for any losses, costs, damages, charges or expenses caused by any delay for the delivery of the goods. In all cases, we recommend booking installation after receipt and inspection of product.**

The following requirements must be met to qualify for Preferred Shipping and/or Guaranteed Delivery Service:

- Purchase Orders must reference Preferred Shipping and/or Guaranteed Delivery.
- Required Delivery Date is listed on Purchase Order.
- Any other special instructions including delivery appointment needed, 24-hour delivery notice, contact name and number.
- Order is shipping to an eligible address.
- An attempted delivery on or before the guaranteed delivery date meets our delivery guarantee.
- An offer by the carrier of a delivery appointment on or before the guaranteed delivery date meets our delivery guarantee.

## **Shipment Notification**

An email notification with tracking information will be sent within 24 hours of shipping to the email address provided on the original purchase order or to the email address on file. If email address is not provided, we will send the notification to the fax number on file. Please allow one to two business days for tracking information to be updated on carrier websites. Tracking can be accessed at <http://tracking.swanstone.com/>.

## **Collect or Third Party Shipments**

Collect or third party shipments can request the carrier of their choice. All collect or third party shipment damages are the full responsibility of the billed party. Please note our manufacturing facility is located in Centralia, Illinois, and not all carriers pick-up in this area.

## **Special Handling Fees**

In certain circumstances, our freight carriers will impose special handling fees in addition to the base-shipping rate. Any additional freight carriers' fees are the responsibility of the customer and will be billed accordingly to your account. If special delivery instructions are required, it must be specified on original purchase order.

Examples of Special Handling Fees include:

- Home Delivery
- Shortened delivery windows
- Storage Fees, due to lack of response to appointment request
- Returns, due to lack of response to appointment request
- Redelivery
- Special Notifications
- Lift –Gate Services
- Secured Facilities
- Change of Address
- Other special delivery requirements as determined by the carrier

## Express Service

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For items in stock, our Express Service option speeds your order processing times and gives you two flexible options from which to choose. Please contact customer service on product availability.

Express Service orders are only sent via our Preferred Shipping Service and are not eligible for free Standard Shipping. Please see our Preferred Shipping and Guaranteed Delivery Service for more information.

Based on your option selected, your fee is based on a percentage of your order's total or a minimum charge of \$35. Freight charges are added in addition to the processing fees.

### ***Express Service Processing Fees***

- Next Business Day Processing (parcel items only) – 15% fee of order total
- Three-Day Processing – 10% fee of order total

### ***Express Service Program Details:***

- Express Service is only available for in-stock items. Please contact Customer Service for current product availability.
- Quantities of 25 or more per part number are not eligible for Express Service.
- Purchase orders must be emailed to [express@swanstone.com](mailto:express@swanstone.com) or faxed to (314) 450-8077.
- Purchase orders must be received by 12 p.m. CST and must reference EXPRESS SERVICE. Orders received after 12 p.m. CST will be processed the next business day.
- Purchase order confirmations, noting Express Service and Preferred Shipping options and costs will be issued the same business day.
- Standard Shipping is not eligible on Express Service items.

# Returns Policy

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At Swan, we take great pride in the quality and craftsmanship of our products and offering great customer service is our goal. If you are not completely satisfied with your purchase, please follow our return guidelines and we will be happy to help you return your purchase.

Prior to your return, you must obtain a **Return Material Authorization Number (RMA#)** from Swan within 180 days from the original ship date. A 25% restocking fee will apply and will be deducted from your credit.

## Shipment Error Returns

If a wrong item is received due to a Swan shipping error, the restocking fee is waived and Swan will be responsible for freight charges.

## General Returns

Qualifications for a General Return:

- Must be in resalable condition
- Must not have been installed
- Must have the original packaging for the item

We cannot accept returns on custom product, special orders or orders marked non-cancellable/non-returnable.

Return shipping costs will be the responsibility of the customer unless the return is the result of an error by Swan. The original shipping charges incurred on your purchase, if applicable, are not refundable as part of your return or exchange.

Please complete the **RETURN FORM** and email to [swanezpo@swanstone.com](mailto:swanezpo@swanstone.com) or fax to (800) 342-7926. Your return will be processed and an RMA issued within five business days.

We cannot issue credit for returned items without a Return Material Authorization Number (RMA #).



## Defective Replacement

Qualifications for a Defective Replacement:

- Has a defect that hinders its usability for the purpose for which it was designed and manufactured.

Swan must be notified of product defects **within 180 days of ship date**. Please complete the **DEFECTIVE REPLACEMENT FORM** and email to [swanezpo@swanstone.com](mailto:swanezpo@swanstone.com) or fax to (800) 342-7926.

For defective items, please submit multiple pictures clearly indicating the defective area, an overall picture of the product and a picture of the carton label with your request. For defective replacement, we will replace with only like product.

At Swan's discretion, we may require return or field inspection of defective product prior to issuing credit. Once approved, a credit will be issued within four days.

**Swan will not be liable for any losses, costs, damages, charges or expenses due to the receipt of defective product. In all cases, we recommend booking installation after receipt and inspection of product.**





## Damaged Items and Shortage Claims Policy

Please inspect your merchandise as soon as you receive it. It is important to mark on your delivery receipt or bill of lading at the time of delivery if there are any damages or shortages. No shortage claims will be accepted if delivery receipt or bill of lading is not noted with shortages. **NO EXCEPTIONS.**

All claims for damages or shortages must be made **within 24 hours of receipt** of product.

Please complete the **DAMAGED FREIGHT CLAIM FORM OR SHORTAGE CLAIM FORM** with a copy of your delivery receipt and email to [swanezpo@swanstone.com](mailto:swanezpo@swanstone.com) or fax to (800) 342-7926.

For damaged items, please submit multiple pictures clearly indicating the damaged areas, as well as an overall picture of the product with your request. For damaged items, we will replace with only like product.

At Swan's discretion, we may require return or field inspection of damaged product prior to issuing credit. Once approved, a credit will be issued within four days.

**Swan will not be liable for any losses, costs, damages, charges or expenses due to the receipt of damaged or missing product. In all cases, we recommend booking installation after receipt and inspection of product.**