

FREIGHT POLICY

Revised: July 2019

All orders will be shipped within 24 hours from the time of placement. Priority (UPS Next Day Air, UPS Second Day Air, UPS 3rd Day Select) and Express (Hot Shot) orders placed before 2:00 PM CST will be processed and shipped out the same business day. Priority and Express orders placed after 2:00 PM CST will be processed and shipped out the next business day.

All shipments are processed in the order they are received and expedited shipping orders, such as Priority and Express shipping are elevated in priority to meet the delivery deadline.

Responsibility for the payment of freight is determined by the net value of the customer's order. Any order with a net value of \$2,000.00 or greater of qualifying material will be prepaid. Any order with a net value less than \$2,000.00 will incur freight charges to be paid by the customer. Priority and Express shipments do not qualify for prepaid freight. A handling fee of \$36.00 will be applied to all orders excluding Priority and Express with a net value of less than \$360.00.

Due to their hazardous nature, all chemical shipments (pickling products) will be freight paid by the customer. At no time will voestalpine Böhler Welding incur freight charges for chemical shipments with the exception of shipping discrepancies of wrong product received.

All orders must follow the guidelines of our minimum order quantities. Any order that does not adhere to these guidelines could result in cancellation or incurring a handling fee in which voestalpine Böhler Welding will not refund. Refer to vaBW US MOQ Guideline.

All will call orders must be collected within 48 hours by 3pm by the customer or carrier of their choice. Failure to collect order within the allocated time without written notice will result in a restocking fee of \$100.00.

Each customer is responsible to report any shipping discrepancies within 5 days of receipt of shipment. Any day thereafter, the seller reserves the right to reject the proposed return of any material. Each return request must follow vaBW's Return Policy and claim process.

Special Order:

Non stocking items in the United States will be shipped from our international production mills. Only with written permission from the purchaser will any special order items be ordered from our mills. The customer has three options to ship goods:

- Standard sea freight is the result of the customer's requested material be added to a consolidated vessel. The vessel lead time is 6-8 weeks at no additional freight charges.
- Air freight is the result of improved shipping time of approximately two weeks with additional freight charges of \$2.50 per pound plus \$185.00 customs clearance fee.
- Expedited Air Freight (DHL), being the quickest shipping method of one week will incur additional freight charges of \$15.00 per pound.

Each of these shipping methods delivers product to one of our facilities, and additional freight charges/lead time from our facility to their location may be applicable. At no time can imported shipments from our mills be canceled. All shipments are subject to delay at customs in which voestalpine Böhler Welding shares no financial responsibility. The customer will be responsible for full freight charges. No material can be collected via will call from our mills.

Export Shipments:

vaBW will not export any shipments at any time; however, we can ship to third party freight forwarders within the Continental United States.

Refused Freight:

All refused shipments due to address discrepancy given by the customer will be subject to inspection upon arrival to our shipping points. If the initial refused shipment qualified for prepaid freight, freight charges will be added to second shipment issued. We reserve the right to inspect and review all previous visual documentation before agreeing to accept refused shipments.