



SHIPPING POLICY

FREIGHT AND DELIVERY Orders ship F.O.B. Factory unless otherwise specified. Charges will be prepaid and added to invoice total unless otherwise specified. Prepaid freight programs: these programs may apply from time to time and will ship freight prepaid. (GROUND SHIPMENTS ONLY TO 48 CONTIGUOUS STATES). Stratis will drop ship orders for customers. A drop ship charge may apply. Orders ship via UPS/FedEx/Spee-Dee and common carrier, ground service, unless otherwise specified. Air shipments may be arranged if specified by customer. If no carrier is specified, Stratis will use its own discretion.

If additional services (ex. Lift gate, inside delivery, hazardous materials, etc.) are required on shipments, additional charges will apply. These charges may be added to invoice or invoiced separately. Upon request for a freight quote, please notify Stratis of any additional services needed for delivery. Freight charges provided by Stratis on quotes are estimates.

For shipments within the continental US, Buyer acknowledges that once Stratis delivers goods to the carrier, title to the goods and risk of loss will pass to Buyer, and customer is responsible for seeking appropriate recourse against the carrier, which shall be customer's sole recourse for goods damaged in transit (refer to Damage Policy below).

For product lead times, refer to terms stated on Price Lists or Quotes. Lead times may vary on custom orders or large quantity orders. You will be notified of any delays in shipping. Although Stratis shall make every effort to meet delivery dates; delivery dates are approximate, and Stratis shall not be liable for any loss or expense incurred by Customer in the event products are not delivered to Customer on a scheduled delivery date.

For shipments to Canada, Hawaii, Alaska, and Foreign Countries contact the Stratis Customer Care Center for information and quotes.

RETURN POLICY Stratis Industries will accept returns within 30 days. **All goods are subject to a minimum 30% restocking charge.** No returns will be accepted after 30 days from invoice date. Returned goods will not be accepted without prior written authorization from Stratis. Return Merchandise Authorizations (RMA#) will be issued by Stratis and must be visible on returned merchandise. All returned goods must be in original cartons and must have proper inner packing (goods should arrive at Stratis Industries in "like new" condition). RMA# will be valid for 30 days from issuance. Any products returned after this 30 day grace period will not be accepted and will be returned to customer at their expense. Unauthorized returns will be handled at customer's expense. If an error is made regarding your order by Stratis, we will take responsibility for return shipping fees and the original shipping fees where applicable. On customer order errors or defective merchandise, customer will be responsible for return shipping. Customer will be invoiced for all merchandise. Once merchandise is returned and accepted, a Credit Memo, or chargeback, will be issued to your account. Replacement merchandise will be invoiced at original amount (where applicable). All returns are subject to inspection and rejection. Stratis reserves the right to repair or replace defective or damaged merchandise. Custom, private label and special order items are not returnable. Contact Stratis' Customer Care Center prior to shipment for proper procedures and authorizations. Phone: 1-800-969-9708 E-mail: CustCare@StratisIndustries.com

DAMAGE POLICY All goods are carefully inspected prior to shipment. All goods should be thoroughly inspected upon receipt and prior to signing receipt. **Please notate any visible damage on the bill of lading or delivery receipt, with the driver, immediately.** If your order is shipped FOB factory, you will be responsible for notifying carrier of loss or damaged goods and making the appropriate claim(s) to the carrier. For common carrier claims, the carrier requires the recipient of the merchandise to file claims and receive reimbursement. Stratis Industries cannot file the claim and therefore cannot issue credit to your account. Call and file a claim with the carrier in order to receive reimbursement. Contact Stratis if further documentation is needed for resolution. Hold shipment for carrier inspection. If you sign a receipt for a shipment without notating problems or discrepancies, Stratis and the carrier are relieved of further responsibility. If you believe Stratis is at fault or there is concealed damage, you should file a claim with our Customer Service Center within 2 business days of delivery. Photos of damage are required. Customer waives right to place claim against Stratis if filed after 15 days of receipt of shipment. After notifying carrier, contact Stratis for replacement or repair of product or parts and for determination on return of damaged goods. Stratis reserves the right to repair or replace defective or damaged merchandise. Failure to follow these procedures may result in forfeiture of monies due to you.

CONFIDENTIAL: Effective June 2020

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