

## SHIPPING POLICY

The Lift Superstore goes to great lengths to ensure you receive your product on time and in the same condition as when it left our facilities. While we do not own the trucks the lifts are shipped in, you can be rest assured your lift is good hands once it leaves our warehouse.

When your transaction is being finalized you will be given the cost of the transportation fees to your business, residence or local terminal including fuel surcharge amounts. Trucking companies dictate what the current surcharge amounts are and are in no way handled by The Lift Superstore. All freight charges are FOB Oakville, Ontario, Canada.

Upon receipt of your order it is recommended that you carefully inspect your package for visible signs of damaged prior to signing the carriers bill of lading. Should there be damage caused by transportation please note it on the bill of lading and call us immediately at 866-799-5438 in order for us to make a claim. Damage reports must be made to your customer service representative within 24 hours of receipt of your order.

Also, when receiving your order via a common carrier it must be noted the end-user is responsible for providing the necessary means of off-loading unless previously arranged. Freight companies do not off-load equipment at the end destination, nor do they wait for assemblies to be broken down and hand lifted from the truck. In the event of inability for the customer to off-load the equipment causing wait times or return trips service charges may apply.

It is also recommended that within 48 hours of receiving your lift you carefully verify that all goods are present in accordance with the materials listed in your manuals to ensure an easy, trouble free set-up. Missing parts claims should be reported within 48 hours.