

**STANDARD FREIGHT POLICY**

PARCEL SHIPMENTS	DETAIL
<b>PARCEL GROUND SHIPMENTS</b>	\$200 Freight Allowed
<b>RESIDENTIAL DELIVERY FEES AREA SURCHARGE</b>	\$2.50
<b>STANDARD PARCEL SHIPPING FEE</b>	\$12.99
<b>OVERSIZED PARTS / WHOLE GOODS / ACCESSORIES</b>	Gardner Preferred Carrier Charges
<b>DROP SHIP FEE</b>	\$4.00
<b>EXPEDITED DELIVERY</b> <i>(including emergency drop ships from manufacturer)</i>	Gardner Preferred Carrier Charges
<b>ORDERS LESS THAN \$25</b>	\$5.00
<b>WEEKLY PREPAID FREIGHT</b> <i>(excluding whole goods)</i>	Qualified Dealers Only
<b>AUTO SOURCE SHIPPING</b> <i>(Generac, Husqvarna, Hydro-Gear, Kohler, MTD, Oregon)</i>	Qualified Dealers Only
<b>ALTERNATE WAREHOUSE SHIPPING</b> <i>(all other product lines)</i>	Gardner Preferred Carrier Charges
<b>BACK ORDERS SHIP FREE FREIGHT*</b> <i>(*excluding oversized items)</i>	No Additional Charge
TRUCK FREIGHT - LTL	DETAIL
<b>CARRIER IMPOSED ACCESSORIES</b> <i>(lift gate residential, etc.)</i>	Gardner Preferred Carrier Charges
<b>PARTS</b>	\$200 Freight Allowed Gardner Preferred Carrier Charges
<b>ALL ENGINES AND SHORT BLOCKS</b>	Gardner Preferred Carrier Charges
<b>OVERSIZED PARTS / WHOLE GOODS / ACCESSORIES</b>	Gardner Preferred Carrier Charges
<b>WHOLE GOODS</b>	Program Specific
<b>BACK ORDERS</b>	Gardner Preferred Carrier Charges
OIL / FUEL / LUBRICANTS (STAND-ALONE PROGRAM)	DETAIL
<b>MIX AND MATCH 1-19 CASES</b>	Gardner Preferred Carrier Charges
<b>MIX AND MATCH 20-41 CASES</b>	Flat Rate \$75
<b>MIX AND MATCH 42 + CASES</b>	Freight Allowable

*Gardner reserves the right to amend the exception list at any time without notice. SpeCo products are not included in the freight allowed calculation (or considered as an "exception"). Orders shipped outside of the continental United States will be billed shipping charges based on total weight & dimensions of shipment, to include customs duties and brokerage fees, if applicable. COD shipments are not available from Gardner. All special fees, including hazardous materials, fuel surcharges etc., are in addition to the above charges. Factory Direct Drop Shipments will be assessed Gardner Preferred freight charges. Effective June 1, 2022.*

**SHIPPING DAMAGE OR DISCREPANCY CLAIMS**

Shipping damage or discrepancies must be reported to Gardner within 48 hours. Inspect all shipments for discrepancies or damages prior to accepting them from designated carriers. Be sure to note any damages/discrepancies on the carrier's documents and keep a copy for use in filing your claim. Gardner will not be held liable or accountable for any damage not documented on the carrier's delivery documents.

**RETURN POLICY**

All returns must be in sellable condition and in original factory packaging. Reconditioned items are not returnable. Installed items or items with altered part numbers will be rejected with **No Credit Issued**.

**ORDER ERRORS**

Order errors must be reported to Gardner within 48 hours. Returns must be requested within 30 days of receipt of merchandise. We will issue full credit for any items that are billed to our customers as a result of an error on our part.

- An RMA must be issued for any items being returned.
- A return tag / label or truck pickup will be issued by Gardner.
- A credit will be issued within 10 days after the parts have been accepted.
- A credit may be issued without the return of the part(s). Gardner will make this determination based upon the return shipping cost.

**PARTS RETURN**

Parts being returned that are not the result of an error on our part have specific guidelines:

- Parts must be returned at customer's expense, to the appropriate warehouse by the same shipping method it was received.
- An RMA must be issued and the number written on the outside of the box adjacent to the shipping label.
- A credit will be issued within 30 days after the parts have been accepted.
- Credit will be issued minus a 20% restocking fee and any applicable re-boxing fees.
- The determination of saleability and acceptance rests solely with Gardner.

*Any items that are not in sellable condition will be returned to the customer at their expense, or scrapped. Gardner Returns Department will notify the customer to make that decision. A response will be necessary on the disposition of the denied product or it will be scrapped on the designated date.*

**NON-RETURNABLE ITEMS:**

- Belts.
- Electrical parts.
- Items listed as non-returnable by manufacturer, superseded, or no longer available.
- Whole goods and accessories.
- Reconditioned Items.
- Liquids, chemicals, oil, paint, sprays, or lubricants.

**EFFECTIVE JUNE 1, 2022.**



**Gardner Columbus**  
3641 Interchange Road  
Columbus, OH 43204

**Gardner Boston**  
125 Constitution Boulevard  
Franklin, MA 02038

**Gardner Jacksonville**  
12740 Kenan Drive  
Jacksonville, FL 32258

**Gardner Greensboro**  
5920 Summit Avenue  
Browns Summit, NC 27214

**Gardner Memphis**  
11531 Gulf Stream Drive  
Arlington, TN 38002