

Shipping Policy

Pristine Roller Shades, Roman Shades, Draperies & EY Lift Systems

Ground Carrier used when shipping shades/units <95" ordered item width

- \$30 minimum 1st shade/unit per order when ≤ 90" ordered item width
- \$10 each additional shade/unit per order ≤ 90" ordered item width
- \$140 additional oversized surcharge per package for > 90" < 95" ordered item width (calculated at 3 shades/units per package) Note: Fascia is packaged separately resulting in additional surcharge(s)
- Additional Shipping Upgrades available
 - \$34 Next Day per Unit, \$28 2nd day per Unit, \$22 3rd day per Unit

Common Carrier used when shipping shades ≥ 95" ordered item width

- \$197 per shipment ≥95"<115" ordered item width within Continental US
- \$397 per shipment ≥115" ordered item length within Continental US
- Additional \$30 Appointment charge
- Additional \$10 Call before delivery
- Additional \$80 Residential surcharge per order
- Additional \$60 NYC/NY Boro & DC surcharge per order
- Additional \$100 Inside delivery
- Additional \$50 Liftgate delivery
- Additional \$85 limited access and school delivery
- Additional \$85 Construction delivery Fee
- Additional \$55 Home delivery, extra labor 500 lbs
- FOB Waterbury, CT – all items shipped outside the Continental US
- CT ONLY: \$107 Per Shipment-Important Note: Shipments occur once weekly on Wednesday

ALTA Blinds/Shades-US, (Contiguous 48 States)

- \$33 for the 1st unit and \$11 each additional unit
- \$90 minimum oversized surcharge per shade/unit ≥ 90" ordered item width per order*
- \$70 each additional oversized shade/unit ≥ 90" ordered item width per order*, no maximum
- Additional per shade/unit Shipping Upgrades available (Excludes Oversized Orders)
 - \$30 Next Day per Unit, \$25 2nd day per Unit, \$20 3rd day per Unit
- Alaska, Hawaii & Puerto Rico: \$80 minimum per order, in addition to standard handling oversize and non-warranty repairs

*width or length for verticals ,honeycomb vertical or continuous valance

Norman Blinds & Shades

- \$25 for 1st unit, \$11 each additional unit
- >90"width- \$80 for the 1st unit and \$50 for each additional unit
- Residential deliveries may incur an additional fee. Express Program available-see Surcharges
- HI & AK: \$100 for 1st unit and \$30 for each additional unit

Shipping Policy

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Norman Shutters

- \$75 for 1st shutter and each additional shutter \$25
- >90" height- \$80 for 1st unit and \$50 for each additional unit
- Residential deliveries may incur an additional fee. Express Program available-see Surcharges

Stock Roller Shades

- \$10 per unit broken pack; full pack \$30- 37 1/4", \$35- 55 1/4", \$40-73 1/4"

Note: Surcharges still apply when applicable-Residential Delivery and NYC/DC Surcharges

Fabric

- See Fabric Price List and/or order confirmation for shipping details

Exterior Screens

- \$197 per shipment ≥95"<115" ordered item width within Continental US
- \$397 per shipment ≥115" ordered item length within Continental US
- <95"-call for quote
- \$97 each additional screen

Drapery Hardware: Kirsch & Glydea Drapery Tracks – Ground F.O.B. Waterbury, CT for rods/tracks

<95" ordered item width- See order for shipping amount

- \$30 minimum
- \$140 additional oversized surcharge per package for > 90" < 95" ordered item width (calculated at 4 rods/tracks per package) Note: 2" poles are calculated at qty 2 per package

Common Carrier used when shipping rods/tracks ≥ 95" ordered item width* Excludes Estate Traverse, Curved or Bent Tracks

- \$197 per shipment ≥95"<115" ordered item width within Continental US
- \$397 per shipment ≥115" ordered item length within Continental US
- Note: Orders over 95" will be spliced. If splicing is not an option, please call for quote.
- Additional \$30 Appointment Charge
- Additional \$10 call before delivery
- Additional \$80 Residential Surcharge per order
- Additional \$60 NYC/NY Boro & DC Surcharge per order
- Additional \$100 Inside delivery
- Additional \$50 Liftgate delivery
- Additional \$85 limited access and school delivery
- Additional \$85 Construction Delivery Fee
- Additional \$55 Home Delivery, Extra Labor 500 lbs

Common Carrier for Estate Traverse Rods, Curved or Bent Tracks please call for a quote

- Additional Bend: \$75 per bend; Additional Curve: \$17 per foot. Minimum curving fee per track is \$105
- Additional \$50 Crating Fee (per line item, identical rods). If qty requires, \$50 per crate

Shipping Policy

Orion Order values are based on NET Dealer Cost (excludes packages >108")

Orders up to \$25	flat rate	\$19	Orders from \$376-\$500	flat rate	\$132
Orders from \$26-50	flat rate	\$43	Orders from \$501-1250	flat rate	\$155
Orders from \$51-\$75	flat rate	\$48	Orders from \$1251-\$2500	flat rate	\$165
Orders from \$76-\$125	flat rate	\$66	Orders from \$2501-3750	flat rate	\$176
Orders from \$126-\$250	flat rate	\$81	Orders \$3751-\$5000	flat rate	\$200
Orders from \$251-\$375	flat rate	\$117	Orders \$5001 and above	flat rate	\$314

- packages >96" and <108" will have an additional surcharge of \$90 per package. Note: Orion automatically splices any rod/pole over 94" unless specified otherwise. Manual Traverse rods are automatically spliced over 102" & motorized traverse rods are NOT spliced unless stated otherwise
- Packages >108" will need to ship via truck-call for a quote
- Multiple rod/pole lengths >94" and <106" will be packaged together to minimize package surcharge
- Residential delivery fees apply. Fees rounded to nearest whole dollar

The Finial Co & Paris Texas Hardware Ground shipping shades/units <95" ordered item width

- \$150 oversized surcharge per package for lengths > 90" < 95" ordered item width (calculated at 4 rods/tracks per package) Note: 2" poles are calculated at qty 2 per package
- Common Carrier used when shipping ≥ 95" ordered item width
- \$275 per shipment ≥ 95"-126", SRP \$3500 and under for LTL, Palletized Shipments. SRP over \$3500 call for quote
- \$325 per shipment ≥ 126"-150", SRP \$3500 and under for LTL, Palletized Shipments. SRP over \$3500 call for quote. >150" call for quote.
- \$300 additional surcharge when shipping to Montana, Wyoming, or Idaho
- \$25 additional per order (LTL orders only) for motorization with lithium batteries
- Freight quote required for Alaska, Hawaii, Puerto Rico, North & South Dakota, Maine, International
- \$10 additional net packaging fee applies for orders containing a pole, traverse, or motorized track <16'
- \$25 additional net packaging fee applies when the order contains arched rods, rods with returns, pole or traverse tracks >16'. Residential Delivery Fee's apply

Select Drapery Hardware Ground FOB origin used when shipping shades < 95" ordered item width

- \$140 additional oversized surcharge per package for > 90" < 95" ordered item width (calculated at 4 rods/tracks per package) Note: 2" poles are calculated at qty 2 per package
- \$197 per shipment ≥95"<115" ordered item width within Continental US
- \$397 per shipment ≥115" ordered item length within Continental US
- An additional packaging/ handling charge of \$10.00 added for all custom traverse rods over 120"



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Shipping Policy

Additional services below are available and billed separately unless specified otherwise:

- Inside delivery
- Call before delivery
- Teamster shipment: i.e. driver must be union member
- Guaranteed delivery
- Lift gate service
- Delivery appointment time
- Residential delivery
- Re-delivery
- Remote area
- Limited access areas: i.e., Schools, Universities, Hospitals, etc.
- Lane/cul-de-sac delivery

Contract Freight:

- All contract quotes include one (1) freight shipment to one (1) commercial location using the shipping method and carrier of Porter Preston's choice
- Orders 400 shades and over are allowed one split shipment at no additional charge. Example: 350 shades = 1 shipment; 450 shades may have 2 shipments; 900 shades may have 3 shipments, etc.)
- Any parts shipped ahead (brackets, motor controls, etc.) are billed for freight F.O.B. Origin
- extra charges caused by a missed delivery time (i.e., truck and driver waiting) will be invoiced to the customer
- We ship orders the day they are complete. If we are asked to delay a shipment that is ready:
 - We will invoice the order the day it is ready to ship
 - Upon request and as a courtesy, we will delay shipment for 7 calendar days at no charge
 - Starting on the 8th day we will charge \$0.25 per shade, per day for storage

Additional services below are available and billed separately unless specified otherwise:

- Inside delivery
- Guaranteed delivery
- Lift gate service
- Call before delivery
- Teamster shipment: i.e. driver must be union member
- Delivery appointment time
- Residential delivery
- Re-delivery
- Remote areas
- Limited access areas: i.e., Schools, Universities, Hospitals, etc.
- Lane/cul-de-sac delivery

Please Note: shipping charges are subject to change without notice

Shipping Policy

Returns/Repairs

To process your request for credit or repair, items must be returned for inspection. Note: Return of stock items require notification within 30 days and are subject to a restocking fee of 25% (restocking fee excludes items under warranty). Items must be returned in their original packaging without damage and in resalable condition.

- Request a Return Goods Authorization (RGA) from Porter Preston (reference original order)
- Customer service will issue you a Return Good Authorization (RGA) number
- Write the (RGA) Authorization number on the outside of the box
- Ship a copy of the original order/invoice with the items being returned
- If the product is returned due to our error, we will assume responsibility for the freight associated with getting the product back to our facility
- If it is determined that the customer is responsible for the error, the customer will be billed for freight charges associated with their claim
- We will make every effort to complete returns and repairs within 48 hours of the date received (repairs will depend upon availability of supplies)

Remakes and Requests for Credit

To process your request for a remake, please call or fax the following information to customer Service

- Your original sales order number
- The line number and qty
- Detailed reason for request
- Note: In some instances, an RGA may be issued for inspection
- Note: Credits that have been approved will be posted to your account

Freight Damaged Orders/Inspecting Shipments

We carefully package our products but sometimes damage will occur during shipping:

- Immediately inspect each box for Freight Damage or Shortage
- If you receive packages that have visible damage or are open and may be missing items, refuse the shipment if possible
- Or Please sign Delivery Receipt "Damaged or Shortage" black marks, holes, open ends, over-boxing, re-taping, torn boxes etc., constitutes damage or possible shortage. Before signing for the shipment, verify box count and NOTE any damage on the carrier delivery receipt
- Take Photographs of products and packaging
- Do not discard the packaging or the contents
- Contact Customer Service to report any damaged or missing packages or items immediately. Many carriers will not honor claims that are made later than one week after delivery.
- No concealed damage claims will be filed as they are automatically denied by all carriers. You will be responsible for damaged freight not properly noted on the delivery receipt.

Cancellations/Changes

Please notify us of cancellations immediately as production may occur quickly. If production has begun, the order cannot be changed or cancelled.

Please Note: shipping charges are subject to change without notice