

## SHIPPING & FREIGHT ALLOWANCE

### Freight Allowance Per Region:

- **Northeast Region - \$2,500**  
States: MA, VT, NH, MA, RI, CT, DE, MD, DC, PA, NY
- **Midwest Region - \$3,000**  
States: SD, ND, NE, MO, IO, IL, IN, OH, MI, WI MN, WV, VA
- **Southeast Region - \$3,000**  
States: KT, TN, NC, SC, GA, FL, MS, AL, AR, LA, TX
- **Southwest Region - \$4,000**  
States: OK, KS, CO, NM, UT, AZ
- **West Region - \$5,000**  
States: WA, OR, MT, WY, ID, NV, CA

Fidelux typically ships via Fedex Ground and local freight carriers. If expedited/overnight/priority shipment or specific carriers are requested, the request must be made in writing and any additional cost will be the responsibility of the requester. Fidelux cannot deliver to a P.O. box.

### Expedited Shipping:

For expedited services (2<sup>nd</sup> Day Air, overnight, etc.), orders must be placed before 12pm Eastern Standard Time (EST) for shipment to begin that same day. Custom orders are an exception as these may require more time to produce and will ship via the selected service once the order has been completed.

### Shipping Claims:

Fidelux is not responsible for shipments after they have been accepted by shipping company. Risk of loss and title pass to the customer upon delivery to the carrier. Customers must examine all products upon arrival—note visible damage on the bill of lading and, if necessary, file a damage claim with that carrier. *Customers should refuse damaged shipments.*

Fidelux is not responsible for any physical damage claims that has not been noted at the time of receiving the shipment. Any damages that occur during shipping must be reported within three (3) business days of delivery for a proper replacement or credit. Please notify us immediately at [customerservice@fidelux.com](mailto:customerservice@fidelux.com) with your (1) order number, (2) tracking number, and (3) any other details so we can file a claim. Each carrier has time limits imposed between shipment arrival and when a claim is filed. To meet those requirements, Fidelux must report the claim as soon as possible or the claim will be rejected.

### **Address Changes:**

Please double check your shipping address and notify Fidelux of any necessary changes. Any address changes made after shipping will result in a twenty-five-dollar (\$25) charge per package.

### **International Orders:**

Most shipments are delivered within seven to ten (7-10) business days. If you would like to know your shipping charges prior to placing an order, please e-mail our Customer Service Department at [customerservice@fidelux.com](mailto:customerservice@fidelux.com). Otherwise, we will e-mail you with the shipping charges shortly after your order has been processed.

Any and all duties and taxes incurred are the responsibility of the recipient and are payable upon receipt of package(s). For more information regarding duties and taxes, please contact your local customs office.

Sincerely,

Fidelux Lighting Team