

General Information

Delivery Information

Our goal has always been to provide the very best service to our customers. We know lead times are important and sticking to them even more so. We work to maintain a 6-8 week lead time on all standard products in this book from receipt of a clean order. All orders are acknowledged with an approximate shipping date and will be invoiced with the price in effect at the date the purchase order is received.

Shipping charges are prepaid (within the continental U.S.). Therefore, pricing is a delivered price based on normal ground transportation. If you have special instructions, need to ship by air, or are shipping to Alaska or Hawaii, contact Nucraft Customer Service. Nucraft can also help arrange to have products blanket wrapped for an additional charge. Contact Nucraft Customer Service for additional information.

Minimum Freight Charge: Any order below \$2,100 net will be assessed a \$275 net minimum freight charge (one per order). Orders are subject to acquiring the materials required for manufacturing. Fulfillment can be affected by strikes, fires, embargoes and acts of government. These elements are beyond our control.

Freight Terms

Shipping charges for Nucraft products are prepaid in the continental United States. Product ships FOB dock. The customer obtains title to their product and materials, and assumes the risk of loss for them, upon shipment from Nucraft's facilities.

Storage

Nucraft has no storage facilities for finished product. If a customer cannot accept an order when it is ready for shipment, the customer must designate an alternative shipping address. If no address is provided, Nucraft may, at its discretion, transfer the product to storage. If product is transferred to an off-site storage facility, the customer may be charged for transportation to the facility and for any associated storage fees. Nucraft considers transfer of the product to a storage facility the equivalent of shipment, including invoicing and payment. Customers assume the risk of damage or loss during storage.

Delivery Appointments, Transportation, and Delays

Third party carriers that Nucraft contracts with will make reasonable efforts to accommodate requested delivery times and dates. Scheduled delivery appointments may, however, be delayed for a variety of reasons, including inclement weather, traffic, transportation, equipment problems, local limitations for 53' trailers, and delays encountered at other delivery locations along the delivery route. Nucraft does not recommend scheduling activities that depend on the delivery appointment (for example, scheduling furniture installers to install the day of delivery appointment). Nucraft shall not be liable for any costs incurred as a result of a missed delivery appointment.

Delivery appointments must be made between the hours of 7:00 am and 5:00 pm. Certain metropolitan areas may have additional restrictions on delivery times. These areas include, but are not limited to, Manhattan, Washington, D.C., Chicago, Los Angeles and Houston. Deliveries to these areas must be planned according to these restrictions.

Shipments are planned two weeks prior to the scheduled shipment date. Significant changes to the delivery address within this two week period or after the product ship date may result in a delivery delay and/or a freight surcharge.

In the event that a scheduled delivery appointment exceeds two hours, a fee of \$65 per 1/2 hour may be assessed. If the delivery cannot be made due to circumstances controlled by the customer (driver is turned away, unsuitable receiving facilities, facilities not open or available, etc.), customer is responsible for all back haul and redelivery fees. These fees may include, but are not limited to, missed back haul opportunities for the carrier.

For orders of \$50,000 or more, customers may request a specific day for delivery (non-holiday Monday - Friday).

Delivery Site Requirements

The customer's selected delivery location should be equipped to accommodate a 53' trailer with a long-haul tractor (approximately 85' total length). The delivery site must have a dock with leveling capabilities to accommodate third party carriers' standard equipment. For an additional charge, accommodations can be made for locations that do not meet these requirements. Please contact Nucraft Customer Service for additional information.

Product is typically loaded two levels high on the trailer, via load bars. Customer's delivery site should have a forklift for unloading product loaded this way. On occasion, freight will be packed three levels high, but the top level can be loaded and unloaded without the assistance of a forklift.

Residential deliveries cannot be accommodated due to delivery restrictions.

Shipment Damage Claims

Legal title to merchandise passes to the buyer upon acceptance by the carrier. Inspect all cartons upon delivery. Details of visible damage should be noted on the delivery receipt. Do not install product if damage is found upon inspection. The carrier should be notified by the buyer to inspect the merchandise, and file a claim immediately. If visible damage is not apparent, sign the delivery receipt "No visible damage." This will allow recourse for a concealed damage claim. Although most claims for transportation damages must be filed against the carrier within nine months of the date of delivery, concealed damage claims must be filed within 15 days of receipt.

Do not destroy packing materials until shipment has been inspected. Then proceed to file a claim with the carrier.

Failure to make any claims against Nucraft within 10 days shall constitute acceptance of the merchandise and a waiver of any defects, errors or shortages discovered upon inspection.

Cancellations

Cancellations must be reviewed by our Customer Service team. Because we build your products to order, orders cannot be cancelled once processing has begun. If cancellation is approved, a processing fee of 20-100% will be assessed based upon the manufacturing status of the order. Cancellation of special orders will incur a fee for engineering labor plus the restocking fee of 20-100%.

Change Order Policy

Nucraft will make every attempt to honor any reasonable change request to product provided that the request is received prior to start of production. Change orders will be accepted only if the request is made in writing and received in time to make the change. Nucraft reserves the right to increase our acknowledged price and ship date if necessary to make the requested changes. Please submit any change order request to our Customer Service team. Nucraft will assess charges to the customer as stipulated in the following:

- Standard Orders: Change orders received prior to production will be charged \$200 net to cover print and administrative costs.
- Special Orders: Change orders received prior to production will be charged \$200 net to cover print and administrative costs. There may be additional costs associated with engineering labor required for the change order.
- Change orders received after production must be evaluated by Nucraft. If approved, the charge will be \$200 net plus any restocking charges accumulated. There may be additional costs associated with engineering labor required for the change order.

Repair Authorization

Prior written approval is required for repairs of merchandise charged to Nucraft. Failure to do so will result in customer funded repairs.

Payment Terms

Terms of payment consist of a 1% cash discount for payment within 10 days of invoice date of payment of the net amount due within 30 days of the invoice date. (1% 10 days, net 30 days.)

We are available Monday through Friday 8am – 5pm EST to answer any of your questions

Email Us: orders@nucraft.com

[Find Your Nucraft Representative Here](#)