



Western Weatherseal Freight Policy:

Effective February 1, 2025.

*This policy is subject to change at any time and without notification to the customer. Please contact Sales@wwseal.com for additional information or questions.

General Policy for All Orders:

1. **FOB Terms:** All orders are FOB (Free On Board) once the carrier of choice collects them from our facility in Kilgore, Texas. UPS is typically used for smaller shipments, while various LTL carriers handle LTL shipments and overlength materials.
2. **Shipping Information Requirement:**
 - Western Weatherseal requires the following information to be included on all orders:
 - Company Name
 - Address
 - Attn Line
 - For job-site deliveries, signature services will be added, and the following details are mandatory. Orders missing this information will not be shipped.
 - Jobsite Contact Name and Phone Number
 - Attention Line (Attn:)
 - Complete Jobsite Address
3. **Freight Paid Requirements:**
 - Standard Freight is paid on orders with a minimum value of \$2,000.
 - Accessorial fees will be billed to the customer without exception:
 - Construction-site delivery fees
 - Overlength charges
 - Appointments, when required.
4. **DFW Area Deliveries:**
 - Deliveries within the Dallas-Fort Worth area using Western Weatherseal's truck require a minimum combined order total of \$8,000.
 - This requirement can be met through a single purchase or by aggregating orders across multiple customers.

For any questions regarding freight paid terms and status for deliveries using Western Weatherseal's truck, please contact our customer service team.



5. **Overlength Qualifications and Prevention:**

- Overlength Charges apply to all shipments measuring 96 inches or more, as defined by carrier policies.
- UPS does not accept packages exceeding 103 inches in length. For such shipments, LTL will be the default shipping method.
- Items must be cut to 92 inches or less to avoid overlength packaging.

6. **Jobsite Deliveries:**

- Jobsite Deliveries are at the customer's risk. Please ensure that appropriate contacts are available to receive material to avoid redelivery, return, or loss of freight.
- **UPS:** UPS shipments to jobsites will require a signature to avoid misplacement of the material.
 - If the delivery is missed, it is the customer's responsibility to reschedule and contact UPS.
- **LTL:** LTL Shipments require direct job-site contact. This person must be present on the site or have previously authorized an alternate consignee for the freight.
 - LTL carriers will charge detention or redelivery fees if they cannot be unloaded in a timely manner.
 - See "LTL Shipments" for billing information.

7. **Damage Claims:**

- Damage Claims should be filed directly with the appropriate carrier.
 - Western Weatherseal is not liable for damage occurring in transit.
- Customers are responsible for inspecting shipments on delivery. Any visible damage should be noted on the Delivery Receipt before signing. If damage is significant, the shipment should be refused.
- For concealed damage discovered after delivery, customers must report it to the carrier within the carrier's designated time frame (usually 24-48 hours). Photo evidence and detailed descriptions of damage should be provided to support the claim.
- While Western Weatherseal is not responsible for carrier-related damages, we are happy to assist by providing copies of the Bill of Lading (BOL) or invoices if required. Please contact us directly about these issues.
- Customers should retain all packaging materials and damaged items until the carrier claim is complete.



8. **Order Cancellation:**

- Orders without special shipping requirements (see Customer Arranged Freight and Will-Call sections) are expected to ship at the end of their production.
 - If an order has already shipped, the customer is responsible for the full invoice amount unless otherwise communicated with Western Weatherseal.
- The cancellation window for all orders should be within 24 hours of original confirmation to avoid conflict with production and shipping.
- Custom Products are not eligible for cancellation or return. The order will be invoiced, or the customer may be charged a material fee, regardless of pickup or shipment. Custom products are considered non-returnable and must be scrapped if not used.
 - Customers may take possession of the product *if fully invoiced* or release the product to Western Weatherseal for scrapping.

Small Orders:

1. Orders containing 1-3 pieces sized 36-92 inches may incur a packaging and handling fee, starting at a minimum of \$5. The final fee will be determined based on material requirements at Western Weatherseal's discretion.

UPS Shipments:

1. **Default Shipping Method:** The default shipping method is UPS Ground. Standard transit time is typically two days, depending on the destination's distance from our facility. However, UPS service times may vary seasonally due to volume and operational factors.
2. **Transit Time Estimates:** For specific transit time estimates, please visit [UPS Transit Maps](#) and use 75662 as the origin ZIP code.
3. **Expedited Services:** Expedited shipping options, including 2nd Day Air and Next Day Air, are available upon request. Additional charges will apply for these services.

LTL Shipments:

1. **Freight Billing:** If an order does not meet the freight prepaid threshold, all applicable LTL charges, including standard freight costs, will be billed to the customer.
2. **Overlength Charges:** Overlength shipments will incur a minimum charge of \$150.
3. **Delivery Time:** Overlength shipments may require additional handling time. Please allow an extra 1-2 days beyond the standard service time for delivery.
4. **Guaranteed Services:** Guaranteed delivery services are available upon request and will be billed to the customer as an accessorial charge.



Customer Arranged Freight:

1. Our customers may arrange their own freight shipments under special circumstances, unless otherwise restricted by Western Weatherseal.
2. Western Weatherseal is not responsible for carrier claim proceedings if the customer arranges their own freight.
3. **Timely Pickup Requirement:** Customer-arranged freight must be completed within seven (7) business days. If pickup does not occur within this timeframe, Western Weatherseal reserves the right to charge storage fees as follows:
 - Storage fees begin at \$5 a day, not to exceed a maximum of \$150 or 30 days of storage fees.
 - Storage beyond 30 days may risk your order being cancelled and returned to stock.
 - see Order Cancellation Section for details on specific products.
 - Please reach out to our customer service team if you are unable to meet timely pickup requirements. Western Weatherseal is committed to assisting our customers and providing a flexible experience.
 - Late pickup exceptions: Weather and unforeseen natural disasters or power outages will not count toward the seven-day requirement of freight pickup. Western Weatherseal recognizes exceptions due to circumstances beyond reasonable control.
4. **For shipments via UPS or FedEx,** customers must provide a valid billing account number prior to shipment.
5. **Customers arranging their own LTL pickups must:**
 - Provide the appropriate Bill of Lading and carrier information to Western Weatherseal
 - Ensure Pickups occur during business hours
 - Monday-Thursday: 8:00 a.m. – 5:00 p.m.
 - Friday 8:00 a.m. - 3:00 p.m.



Will Calls:

1. **Pickup Deadline:** Will-call orders must be picked up within ten (10) business days from the date of notification that the order is ready. We encourage you to contact our customer service team if you need additional time for pickup. Western Weatherseal is committed to providing a flexible experience.
 - Western Weatherseal understands that weather and other unforeseen natural disasters or power outages may cause delays. These circumstances do not count toward the ten business days required to pick up Will-Call orders.
2. **Storage Fees:**
 - Orders not picked up within the specified timeframe may incur storage fees of \$3 per day, not to exceed \$90 or 30 days of storage.
3. **Order Cancellation:**
 - Will-Call orders stored beyond 30 days may be cancelled, with items returned to stock.
 - Custom products (non-returnable) may be subject to restocking fees or the full invoice amount. (see Order Cancellation Section for details)
4. **Notification Process:**
 - Customers will be notified when their order is ready for pickup. Notification will be sent via the preferred method indicated on the order (e.g., email or phone)
5. **Pickup Requirements:**
 - Customers must present a valid order confirmation or PO at the time of pickup to ensure accuracy.
 - The following are required for release:
 - First and last name
 - Signature
 - Date
6. **Business Hours for Pickup:**
 - Will-call pickups are available during normal business hours:
 - Monday-Thursday: 8:00 a.m. – 5:00 p.m
 - Friday 8:00 a.m. - 12:00 p.m.
 - Lunch Breaks: Will-call pickups are not available during designated lunch hours. If no staff are available to assist, customers will be required to wait until the lunch period ends.