

Willow Group Flat-Rate Shipping Program

To prevent the uncertainty of increasing freight costs, starting 07/15/2024, Willow Group Ltd. is incorporating a flat-rate program for all eligible orders shipping within the continental United States.

The program applies to orders containing \$500 or more of regular wholesale list priced items or quantity break priced items. Rates are based on your shipping location zone along with the total dollar amount of the committed items at the time of shipment. Out of stock or backordered items are not applicable.

Calculating Your Freight

1. Place your order and note the available merchandise total.
2. Use the map provided to find your shipping zone and determine the applicable percentage of your order.
3. Multiply your merchandise total by the applicable percentage to calculate your freight charges.

Terms and Exclusions

Flat-rate percentage applies to:

- Continental United States only; FOB Batavia, NY
- Shipped Orders of \$500 or more. Orders below \$500 subject to actual freight charges.
- Backorders are subject to a \$500 minimum to qualify for the flat-rate program. Backorders under \$500 will be subject to actual freight charges.
- Standard delivery by Willow Group preferred carriers and shipping methods. Customer specified carriers or shipping methods will be subject to actual freight charges i.e. expedited shipments, customer preferred carrier selection.
- Standard commercial delivery only. Any additional accessories will be added to the calculated freight charges. These accessories include but are not limited to:
 - Residential deliveries
 - Appointment fees
 - Liftgate charges
 - Inside delivery
 - Ferry charges
 - High-freight (metro, restricted, remote) areas

Exclusions to Note

- Special orders and custom orders do not qualify for this flat-rate program.
- Orders containing more than 50% of sale or discounted promotions are subject to actual freight charges.
- Program terms and conditions are subject to change.

