

LIMESTRONG BUILD™

H I G H P E R F O R M A N C E P O Z Z O L A N + L I M E

1.800.917.2424 • support@limestonebuild.com

Pallet Shipment and Delivery Information

MOST JOB-SIZED ORDERS will be palletized and shipped via an LTL (less than a load) freight carrier like ABS, Estes, or FedEx Freight, and not on parcel carriers like USPS, UPS, or FedEx Ground. Because of the particularities of LTL freight networks, distance, accommodating a big freight truck at the destination address, the need for an unload option (dock, forklift or lift gate) upon arrival, and the need for someone to receive and sign for the pallets, a **custom freight quote** is necessary to secure the best rate.

THE SHIPPING PROCESS

Smaller, parcel-sized orders are sent via a parcel carrier. Job-sized orders (more than 3 to 5 bags of plaster) are loaded on pallets; the logistical expert staffing our fulfillment center will secure the best freight cost based on the information provided when the plaster order form is submitted. As necessary, customers will be contacted via email or phone with option choices or for clarification purposes.

FREIGHT COST APPROVAL. Customers will receive a copy of the freight quote for approval and verification of the quoted details. An invoice will be sent, and once payment has been made for the entire order, including the freight cost, the product will ship from the warehouse. If the freight cost is not acceptable, the order will be canceled. Quoted freight rate is valid for 6 days.

DESTINATION ADDRESS. Freight costs are affected by whether the destination is a residential or a commercial address. Typically, a commercial destination is more big-truck friendly in terms of access, overhead clearance, room to maneuver, and out-of-traffic parking for offloading. Delivery trucks are quite big, and there may be locations where the truck cannot go (narrow or low clearance streets or drives), and they may not be able to back into the final drop location and will need to leave the pallets at the end of the driveway or on the street.

EXPEDITED SHIPPING. In situations where expedited (rush) shipping is needed, the fulfillment center will work with the customer to try and accommodate the need. Expedited arrangements must be made BEFORE shipping—once the pallet(s) have shipped, there is no option to speed up shipping. Expedited shipping incurs additional fees.

GUARANTEED DELIVERY DATE. With some combinations of freight carriers and destination addresses, guaranteed delivery dates can be arranged (for an additional fee).

DELIVERY APPOINTMENT. In situations where someone would not always be present to accept a shipment, such as a residence or at a job site, a delivery appointment can be arranged for. The freight company will call and make arrangements for a time to deliver when the responsible party is present. There is an additional fee for this option, but it prevents missed deliveries, delays, re-delivery fees, and terminal/hub warehousing fees. Arrange for a delivery appointment on the plaster order form. Know that once the shipment arrives at the carrier's terminal and they call to make an appointment, the customer has 48 hours to arrange to meet the delivery. Longer than that and the freight carrier may charge a daily fee to hold the pallets in the warehouse.

DELIVERY WINDOW. If a delivery appointment is arranged for, freight carriers typically provide either a full day or half day window for delivery arrival. The customer will usually receive a call from the carrier the day before the delivery is scheduled to arrive at the destination address. Some delivery drivers will call before they leave the terminal with an estimated time of arrival.

UNLOADING THE PALLETS. The method for off-loading the palletized bags must be determined BEFORE the quote is sought, as it will affect the freight cost. Methods for unloading the truck include:

1) **Lift-Gate Service**, wherein the freight shipper delivers the pallets to the destination address on a truck equipped with a lift gate. The truck driver transfers the pallets onto the lift gate and lowers them to ground. Relocating the palletized bags from where the truck grounds them is the responsibility of the customer.

2) Customer Pick Up. Customers with the means to pick up the pallets at the freight company's local hub (terminal) can save the cost of the last-leg delivery. A heavy-duty trailer or truck is necessary (full pallets can weigh up to 2500 lbs. each). The freight carrier will provide the means to transfer the pallets from their dock onto the customer's trailer or truck.

3) Fork Lift or Loading Dock. This option is for customers with a forklift, a skid steer with a forks attachment, or a loading dock available at the destination.

PALLET SIZE AND WEIGHT. A standard pallet is 36 x 36 or 44 x 44 inches and can be stacked with bags up to five feet high. Full pallets consist of either 50 lb. bags at (up to) 48 bags to a pallet or 32 lb. bags at 60 to a pallet. A full pallet of LSB Binder or Pumice Sand (50 lb. bags) weighs in at almost 2500 lbs.; a full pallet of LSB Finish (32 lb. bags) weighs about 1950 lbs., including pallet.

TRACKING INFORMATION. There will be a tracking number in your shipping confirmation email; if not, please contact us via email at shipping@limestrongbuild.com. The tracking number will be hyperlinked in the email to the freight carrier's website, but often will NOT auto-populate the tracking number search field. Copy and paste the tracking or pro number into the search field for en route info and an estimated delivery date.

TRANSIT TIMES. Boxed items sent via a parcel carrier will typically arrive in 2 to 7 days. Freight pallet goods will take between 4 and 10 days. Once payment is received, the order will ship within 72 hours, with most orders leaving the fulfillment center within 24 hours (exclusive of holidays and weekends).

UPON ARRIVAL

A responsible adult who has read and understands this document **MUST** be at the delivery address to receive, check over, supervise unloading, and sign for the shipment.

CHECKING OVER, RECEIVING, and SIGNING FOR THE ORDER. Upon delivery, and BEFORE the pallets are unloaded, the customer **MUST** check the contents on each pallet for damage—tears, splits, and leakage from bags, broken pallet wrap and missing bags, water damage. Also check to ascertain the expected number of pallets are in the shipment. We **strongly advise** taking a photo of the shipment as-is, immediately upon arrival. After determining the order is complete and undamaged, sign the paperwork or electronic tablet to accept the delivery.

As soon as the pallets are offloaded and signed for, the customer waives any right to dispute with the freight company about damage or missing items, so check and photograph BEFORE signing.

PROTECTING THE PLASTER. It is the responsibility of the customer, upon receiving and signing for the shipment, to cover and protect the palletized plaster from weather and other incidental damage. The plastic pallet wrap is to keep the bags on the pallet, and is not intended to protect them from water damage.

DAMAGED, MISSING, or DEFECTIVE PRODUCT

If bags are (or were) wet, torn/split and leaking, or bags or entire pallet(s) are missing, document the damage BEFORE unloading by taking digital photos and writing a description of the damage. This documentation will be used to file a claim and recover the costs of replacing the damaged/missing product.

The responsibility to deliver the pallets of plaster without loss due to damage or misplacement is the responsibility of the freight carrier, not Limestrong. The responsibility to check for completeness and damage upon arrival is the responsibility of the customer, not Limestrong. Limestrong will work on the customer's behalf in the event a claim needs to be filed, but the procedures, as outlined here, **MUST** be followed.

DO NOT REFUSE THE SHIPMENT. In the event the plaster arrives damaged, please do NOT refuse all or part of the shipment. If a shipment is refused for any reason, the freight carrier will return it to Limestrong at great expense. Rather, take photos (before unloading/while pallets are still inside the truck) and make detailed notes of the damage. On the carrier's paperwork, there will be a box to check and/or a place to indicate or note damaged or missing product. Ask the driver to sign, verifying the damage as noted, then sign to accept the shipment as is. Be sure to get a copy (or a photo) of the paperwork with the damage notes and signatures by both parties.

Unload the plaster and contact Limestrong immediately—via a phone call or a text to **1.800.917.2424**—to describe the situation and determine the next steps. [CONTINUES]

REFUNDS AND REPLACEMENT. Limestone will refund the cost of the unusable plaster or reimburse the customer for the cost of the replacement plaster (to the credit card account from which the product was purchased) once we have been reimbursed by the shipping company for the damage.

DEFECTIVE PRODUCT. In the event the Limestone product arrives defective or mislabeled, Limestone will replace the product or refund the full purchase price to the credit card account from which the product was purchased.

RETURNS

Limestone Build will consider accepting a return of delivered materials within 14 days of the purchase date. Product must be in the original packaging, unused, and in resalable condition. All returns require authorization and are subject to a minimum 25% restocking charge. Customer is also responsible for return shipping costs. Our fulfillment center can help make return shipping arrangements. Returns and exchanges may take up to two (2) weeks to process. The cost of the returned goods will be refunded to the same credit card used to make the purchase, minus return shipping and restocking fees.

TERMS AND CONDITIONS

PLEASE READ THESE TERMS & CONDITIONS carefully before ordering. By placing an order for Limestone Build (LSB) products, you accept these terms & conditions, which apply to all orders placed or to be placed at limestonebuild.com. None of these terms & conditions affect your statutory rights. No other terms or changes to the terms & conditions shall be binding unless agreed in writing signed by us. By ordering LSB products, you agree to be bound by the following terms & conditions:

FORCE MAJEURE. Events outside Limestone Build's control, which are not reasonably foreseeable, shall be considered force majeure, meaning that Limestone is released from obligations to fulfill contractual agreements. Examples of such events are government action or mission, new or amended legislation, conflict, embargo, fire or flood, sabotage, accident, war, natural disasters, strikes or lack of delivery from suppliers.

PAYMENT. All products remain the property of Limestone until full payment is made. The price applicable is set at the date on which an order is placed. Shipping costs and payment fees are recognized before confirming the purchase. All payments conducted through Limestone Build's online store are handled through specialized third party financial agencies. Credit card information is not stored and all credit card information is handled over SSL encryption.

LOCAL TAXES. Local charges (sales tax, customs duty, etc.) will occur, depending on your region and local customs duties. These charges are always at the expense of the purchaser.

ADDITIONAL INFORMATION. Limestone reserves the right to amend any information, including but not limited to prices, technical specifications, terms of purchase, and product offerings without prior notice. In the event of a product being sold out, Limestone has the right to cancel a order and refund any amount paid. Limestone shall also notify the customer of equivalent replacement products if available. Limestone guarantees the highest quality of its products, however it does not accept any liability for the improper application of its products.

TRANSPORT DAMAGE. See the information under UPON ARRIVAL and DAMAGED, MISSING, OR DEFECTIVE PRODUCT for the procedures to follow in the event product arrives wet, torn/leaking, or incomplete.

PERSONAL INFORMATION. Your privacy is important to us. All personal information provided will remain solely with Limestone and not shared. You have the right to request and be provided the personal information we have and to request Limestone to delete or correct your personal information.