

FHC SHIPPING POLICY

Shipments

Thank you for visiting and shopping with FHC! We appreciate the opportunity to serve you. Our primary objective is to ship your order when you need it. The following are the terms and conditions that constitute the FHC Shipping Policies.

All goods ship F.O.B. FHC Service Center located at 4361 Firestone Blvd., South Gate, CA 90280 unless otherwise specified. Orders will be shipped via carrier selected by the customer – USPS, UPS Regular or Air, air freight, motor freight, or other common carriers. If no shipping instructions are provided at the time of the order, we will ship via the most economical service. By default, we will usually ship all orders via UPS, if size and weight permit. Due to size and weight restrictions, orders will sometimes be shipped via common carrier. Please notify FHC if you prefer a specific common carrier, and we will note this preference on your account.

The following are methods of shipment available for most orders:

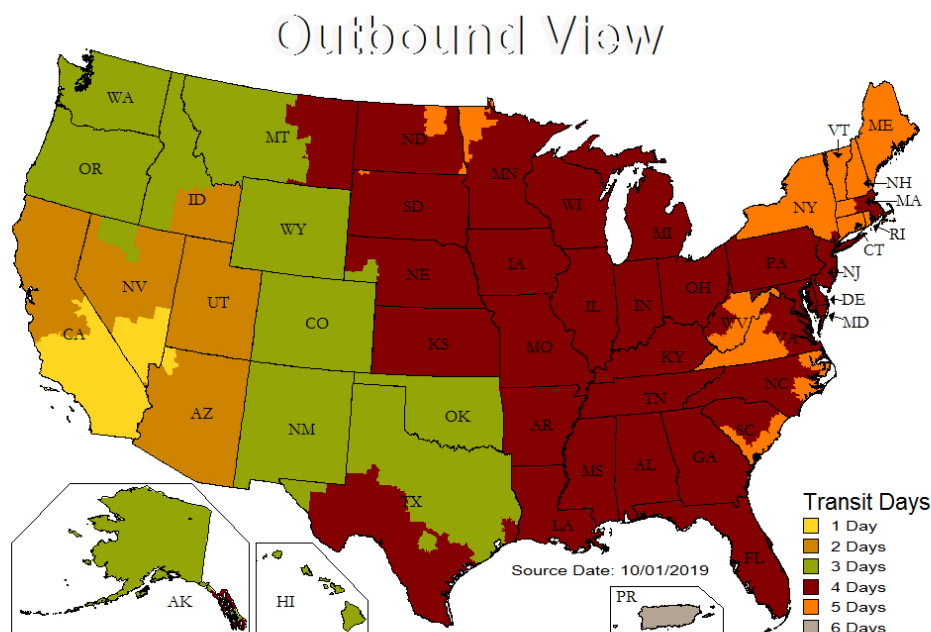
USPS (United States Postal Service)

- Packages must not weigh more than 70 lbs.
- In most cases, packages may not be more than 108 inches in total length and girth. (130 inches for USPS Retail Ground)
- First Class Mail- letters or parcels, usually takes 3-4 days to arrive, within the U.S.
- U.S. Priority Mail usually takes 1-3 days, but does depend on the distance, processing facility location, delivery address and more.
- We use USPS only on request or when the destination is not served by UPS.
- Air Parcel Post: Please consult your post office for weight and size limits and rates. We will only use this service when requested.

UPS Ground Service

UPS Ground services delivers within the 48 contiguous states, Alaska, Hawaii, and Puerto Rico.

- UPS Ground service is day definite delivery in one to five business days.
- UPS Ground is the most economical choice for all routine shipments.
- UPS Ground is the most commonly used service.
- US Map below shows the typical business days in transit for UPS Ground F.O.B. FHC Service Center; Zip Code: 90280



UPS has established specific weight and size limits for the packages that are sent with all UPS services. The restrictions below only pertain to individual packages. There are no limits on the total weight of your shipment, or the total number of packages in your shipment. Packages larger than the limits listed below will require the use of UPS Freight services or UPS Worldwide Express Freight.

- Packages can be up to 150 lbs.
- Packages can be up to 165 inches in length and girth combined.
- Packages can be up to 108 inches in length.
- Packages with a large size-to-weight ration require special pricing and dimensional weight calculations.

Note: Packages that exceed UPS weight and size limits are subject to an “over maximum limit” charge.

The limitations listed above apply to **most** packages and destinations, but there are some variances due to local restrictions in certain countries. (Source UPS.com 10/14/19)

UPS Next Day Air

UPS Next Day Air offers guaranteed, next **business day** delivery. Next business day delivery windows are defined as 10:30 a.m.; 12:00 noon, or end of day, depending on destination. This service is available in all 50 states and Puerto Rico, with some limitations in Hawaii and Alaska.

UPS Next Day Air Early

UPS Next Day Air Early offers guaranteed, early morning delivery. Next business day delivery is available as early as 8:00 a.m. to most major cities in the U.S. or by 9:30 a.m. to most other cities with this service.

UPS Next Day Air Saver

UPS Next Day Air Saver offers guaranteed, most-affordable, next day shipping service. Next business day afternoon delivery provides delivery by 3:00 p.m. or 4:30 p.m. to most commercial destinations, and by end of day delivery for residential locations.

UPS 2nd Day Air

UPS 2nd Day Air offers guaranteed, second day delivery. Delivery is provided by 10:30 a.m. or 12:00 p.m. to most commercial destinations. This service is available within the 48 contiguous states and Puerto Rico.

UPS 3 Day Select

UPS 3 Day Select offers guaranteed delivery within three business days. Delivery is provided by the end of the third business day. This service is available for packages shipping within the 48 contiguous states.

UPS Saturday Delivery

UPS Saturday Delivery commitment times depend on the shipping service you choose:

- **UPS Next Day Air Early:** Guaranteed delivery one hour later than the guaranteed weekday delivery time; as early as 9:00 a.m., based on destination.
- **UPS Next Day Air:** Guaranteed delivery by 12:00 noon or 1:30 p.m. where weekday shipments are delivered by 10:30 a.m. or 12:00 noon, respectively, based on destination.
- **UPS 2nd Day Air:** Guaranteed delivery by end of day for shipments picked up on Thursday, based on destination.
- **UPS Ground and UPS 3 Day Select:** End of day (available in select destination ZIP CODES).

In order to guarantee UPS next day service, orders must be placed with FHC before noon Pacific Standard Time (PST).

No hazardous materials or aerosol cans can be shipped via UPS Air.

Air Freight

Due to high costs, air freight is used only when necessary. The delivery efficiency of air freight is undeniable, and is used when time is of the essence. No hazardous materials or aerosol cans can be shipped via Air Freight.

Motor Freight or Common Carrier

Orders will ship via common carrier only when required, due to size and weight limitations. We work with many freight companies that make daily pick-ups and cover all of the areas to which they ship. For a specific freight company please make that request at the time of your order. We will make every effort to ship your order by requested carrier.

Orders shipped via motor freight or common carrier, to residential areas, are subject to a **residential delivery charge** in addition to the freight costs.

Shipping Charges

Total shipping charges are added to your invoice. If payment is sent with your order, please estimate an amount for shipping and include an adequate amount. Any overage will be credited to your account and any shortage will be charged to you.

Shipment Lost or Damage

In the case that a shipment is lost or damaged, all claims must be filed with the shipping company.

- **USPS:** Claims must be filed with the USPS using their form, along with proof of value and evidence of insurance, to the address on the form.
- **UPS:** Claims must be filed with UPS via UPS.com or by calling 1-800-PICKUPS.
 - Lost Packages: You can file a claim on a package if it has not been delivered 24 hours after the expected delivery date and time.
 - Damaged Packages: The receiver should initiate a claim on a damaged package.

Customer Service Level

At FHC, we are committed to providing the highest level of customer service. These commitments align with our core values of proactive communication, a sense of urgency found in fast and responsive support, flexibility, and availability. As our company mission is centered around both a customer first, and operational excellence, approach, we strive to earn your trust with every order. When placing said order please state the date that merchandise is needed. We will stock check the merchandise, and make every effort to get it out the same day, whenever possible.