



MWI FREIGHT POLICY

→ If you are in zones 1, 2, or 3 (see freight map), your order may be delivered by an MWI route truck. To guarantee delivery on the route truck, your order has to meet a minimum amount (known as your **prepaid** amount). This is determined by the ship-to address for the order.

	Standard Shipments		Zone 1	Zone 2	Zone 3	LTL; (Customer Pays Freight)
PREPAID	Minimum order amount for free shipping on MWI route truck		\$3,000	\$4,000	\$5,000	
	Due to truck space and mileage we can not guarantee orders below this line be delivered by the MWI route truck.					
	Order amounts in these ranges will cost ** on MWI route truck and may result in an extended lead time.	**\$100	\$2,000-\$2,999	\$3,000-\$3,999	\$4,000-\$4,999	
		**\$300	\$1,000-\$1,999	\$2,000-\$2,999	\$3,000-\$3,999	
	Order amounts in this range will be shipped LTL, and standard freight rates will apply.		Less than \$1,000	Less than \$2,000	Less than \$3,000	
	Assembled Arcadian Doors, 66" Square Cupolas, 48" & 84" Octagon Cupolas		Contact Customer Service (800-360-6467 Ex: 5)			

LTL/Ground Shipments	Zone 1	Zone 2	Zone 3	Zone 4
24" & 36" Cupola (Roof w/ Louvered Sides OR Complete Boxes w/ Standard or Premium Flashing)	Ships Free	Ships Free	Ships Free	Customer Pays Freight
All other cupola components: Universal Bases, Windows, Weathervanes, 48" Square Cupolas	Customer Pays Freight	Customer Pays Freight	Customer Pays Freight	Customer Pays Freight
MWI Foil Insulation: Orders do not contribute to the prepaid amount	Customer Pays Freight	Customer Pays Freight	Customer Pays Freight	Customer Pays Freight
All Ridge-vents shipping LTL require a minimum crate charge of \$200. Additional crate charges may apply if additional pallets are needed. *RV900's and RV800's are excluded from shipping LTL due to size.				

¹ Rush delivery (Next Day Air, 2nd Day Air or LTL expedite) may be accommodated at purchaser's expense.

² Additional charges will apply for orders that require re-consignment, re-shipment or accessorial. | ³ Truckload or ½ Truckload shipments will be quoted on request.

⁴ Additional packaging accommodated at purchaser's expense. | ⁵ Actual freight estimates will be provided upon request.

MWI reserves the right to refuse delivery to any location.



MWI RETURN POLICY

STANDARD PRODUCTS

- Cupolas
- Ridg-Vents®
- Soffit (Pre-cut lengths: S1200, S2400, S144)
- Track, Hardware and Slide Frame (standard finish)

CANCELLATIONS/RETURNS
(NO ITEMS CAN BE RETURNED AFTER 3 MONTHS)

Prior to Production:

- Must be canceled the following business day (24 hours) by 5 PM CST at no charge
 - A charge of 25% on the order total will be invoiced to you under the canceled purchase order if not canceled by the deadline stated above.

Verification of Receipt:

- All customers have 30 days upon receipt to confirm all items have been delivered.

Returns After Receipt:

- Product must be returned with an RMA issued by MWI Components and noted clearly on packaging; appropriate credit back on your account after receipt and inspection.
 - A charge of 25% will be applied to the returned material credit memo for material received in usable condition.

SPECIAL ORDER PRODUCTS

- Cupolas (Non-stock colors, flashing other than 4-12, sides w/ windows, universal bases)
- Ridg-Vents® (discretionary)
- Soffit (Non-stock colors, special-cut lengths)
- Arcadian and Dutch Doors
- Horse Stalls
- Track, Hardware & Slide Frame (custom color)

CANCELLATIONS/RETURNS
(NO ITEMS CAN BE RETURNED AFTER 3 MONTHS)

Prior to Production:

- Must be canceled the following business day (24 hours) by 5 PM CST at no charge
 - Cancellation will be rejected if not canceled by the deadline stated above.

Verification of Receipt:

- All customers have 30 days upon receipt to confirm all items have been delivered.

Returns After Receipt:

- MWI will not accept return for credit after receipt.

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FREIGHT CLAIM POLICY

Freight Inspection & Claims – Effective December 1, 2025

To help ensure your shipment arrives in excellent condition and to support timely resolution of any freight-related issues, MWI Components is implementing an updated freight inspection process.

All shipments will include a “Freight Inspection Reminder” sticker as a prompt to inspect your delivery at the time of receipt.

To be eligible for a freight claim, customers must:

1. Inspect all packages thoroughly before signing the proof of Delivery Receipt.
2. Document any visible damage with clear photos showing:
 - The condition of the package on the pallet
 - Any damage to the product itself
3. Note all damage or irregularities directly on the Delivery Receipt before the driver departs.
4. Submit all documentation to MWI within **30 Days** of delivery.

Failure to follow these steps may result in the waiver of your right to file a claim, as outlined in Section 15 of MWI's Terms and Conditions of Sale.

Please Note:

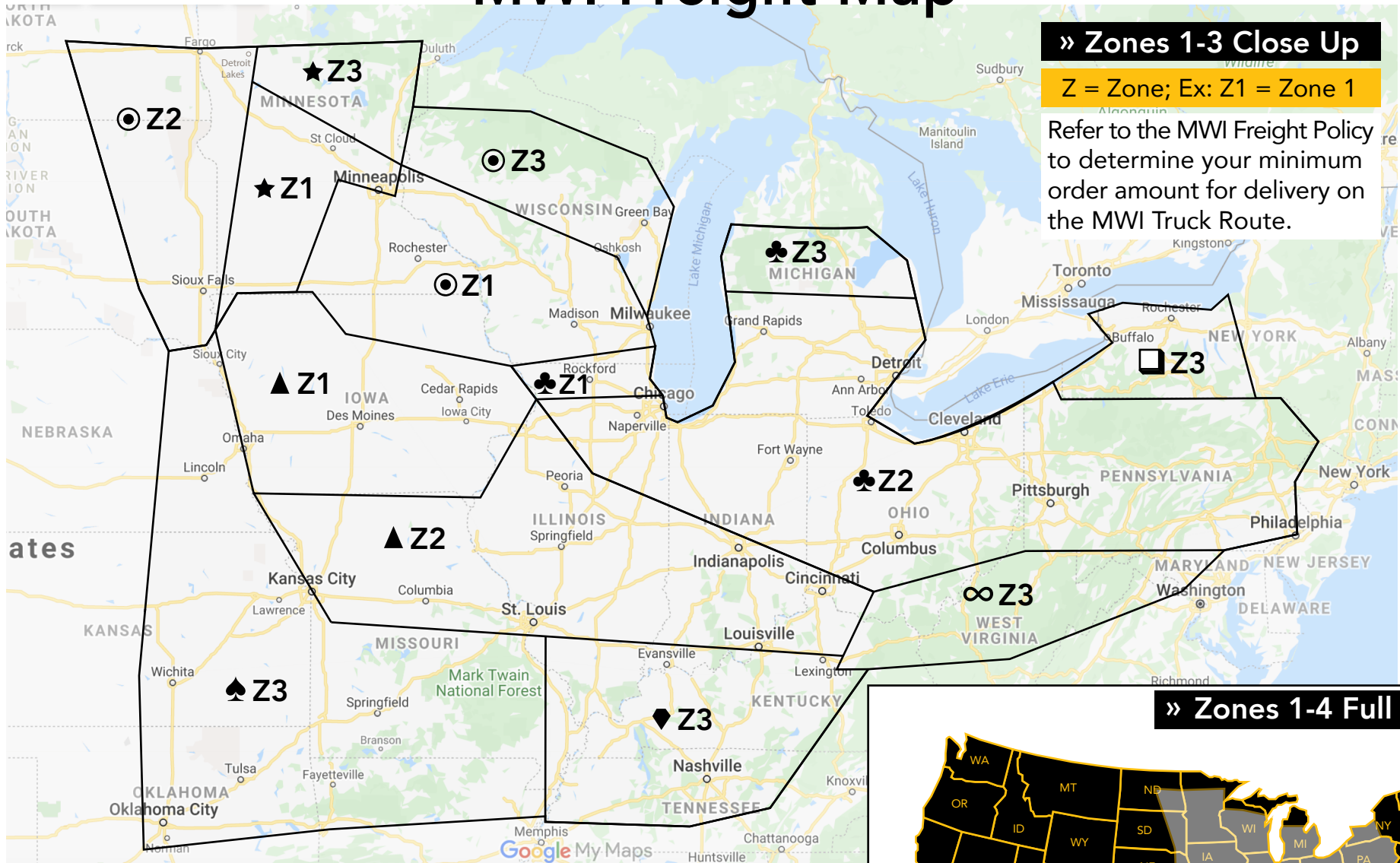
- Claims submitted without proper documentation, photos, and Delivery Receipt notation will not be eligible.
- If you believe a product is defective, notify MWI in writing within 30 days of receipt and follow instructions for inspection or return.
- MWI's liability is limited to repair, replacement, or credit, at its discretion, for verified defective goods.



Freight Inspection Reminder Sticker

MWI reserves the right to refuse delivery to any location.

MWI Freight Map

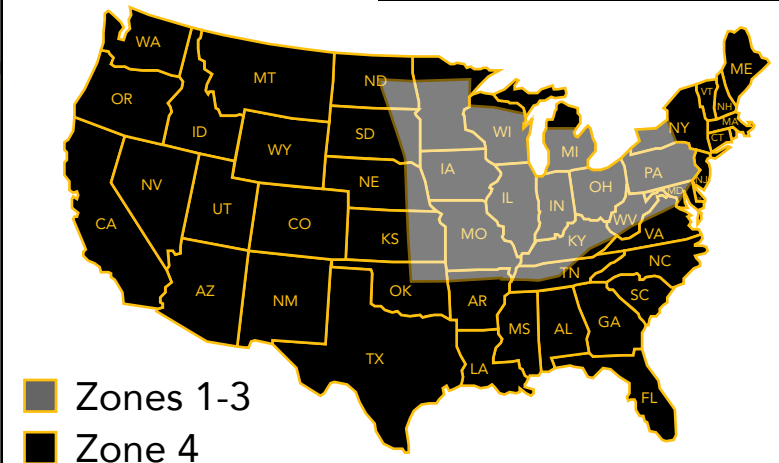


» Zones 1-3 Close Up

Z = Zone; Ex: Z1 = Zone 1

Refer to the MWI Freight Policy to determine your minimum order amount for delivery on the MWI Truck Route.

» Zones 1-4 Full View



MWI Truck Route Names

∞ Infinity Route

★ Star Route

▲ Triad Route

♠ Spade Route

◎ Bullseye Route

□ Cube Route

♣ Clover Route

◆ Diamond Route