



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)

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
 - 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.

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.

MWI reserves the right to refuse delivery to any location.