



**GOLDEN**  
technologies  
**SHIPPING / RECEIVING GUIDELINES**

As manufacturers and distributors of the highest quality lift chairs, scooters, power chairs, and luxury adjustable beds, we understand better than most the many needs of our customers. To provide you the most efficient and most reliable transportation services for your Golden Technologies products, we ask that you read these shipping and receiving guidelines and fill out the accompanying questionnaire. The answers you supply to these questions will ensure that we may provide the best transportation services possible.

Due to the large volume of products that we ship each day, Golden Technologies is able to negotiate some of the best freight contracts in the industry. This has allowed us to create a routing system across the United States that ensures the best rates and best service for our customers.

We understand that some customers may want to use a freight carrier with whom they have an existing relationship. If you wish to use a freight carrier other than the carrier that we provide for your location, simply let us know; however, when using a carrier outside of our routing, we must ship products “collect” to our customers, meaning that we will not charge you shipping, but the freight carrier will bill you directly.

## **TRANSIT TIME**

When ordering a product from Golden Technologies, customers receive an estimated transit time and a lead time. The lead time is the amount of time it takes to build or prepare a product prior to shipping, whereas transit time is the average duration it takes freight carriers to move a shipment from a Golden facility to the destination. These transit times are averages; shipments may arrive within two days of the standard transit time.

Average transit times are always weather permitting.

If a unit is required within a set time frame, you must not only request expedited order processing, but a guaranteed shipping service as well. Please note that extra charges may apply to guaranteed shipping.

## **RECONSIGNMENT FOR CHANGE OF DESTINATION**

If an order has shipped to the incorrect address, please refuse the shipment, signing the delivery receipt “wrong address.” Please then contact the Freight Department at x317 to request reconsignment.

If the original address was entered incorrectly through no fault of Golden, the dealer will be responsible for all additional freight charges.

## **CANCELLING ORDERS AFTER UNITS SHIPPED**

When an order is cancelled after it has shipped, but before it has been delivered:

- The dealer must first notify the Tech Service Department to receive a return authorization;
- The shipment must be refused. The dealer should mark the delivery receipt "order cancelled."

The dealer will be responsible for all freight charges as well as a minimum restocking fee of 15%.

**Custom orders may not be cancelled after shipping.**

Any order that returns to Golden Technologies without an RMA on file will be refused or the product may be discarded, and credit will not be issued.

## **RETURNS (NON-WARRANTY / NON-FREIGHT DAMAGE)**

A non-warranty return is defined as a return for a reason / issue that is not caused by Golden Technologies.

- Any non-warranty return will be charged inbound freight and a minimum 15% restocking fee.
- Any request for a non-warranty return must be made within 72 hours of receipt of the product. If a return is not requested within 72 hours, a return authorization may not be issued.
- All products must have a return authorization (RMA) number upon return to Golden Technologies. Any product returned without an RMA on file may be discarded without investigation into the return, and credit may not be issued.
- Please ensure that all returns are securely and correctly packaged before shipping; failure to do so may affect the issuance of credit.
- The product must return in the condition in which it was received, or credit may not be issued.
- No returns will be accepted on 4-6 week lead time builder chairs. This includes, but is not limited to:
  - the PR502,
  - the PR906 Space Saver,
  - the PR643 Pioneer,
  - the PR506 Windsor,
  - any non-stock Brisa fabrics,
  - Customer's Own Material (COM) Fabrics
- Mattresses must remain sealed in the original plastic to be returned. Any mattress that has been removed from its original plastic will be considered "used" and ineligible for return authorization.
- Golden Technologies reserves the right to decline a request for a return authorization.

## **BUSINESS-TO-BUSINESS SHIPPING**

The function of a freight carrier is to carry freight from a shipper to a consignee (receiver) quickly and in good order.

Under normal circumstances, the loading or unloading of product from a freight truck is the responsibility of the shipper or consignee. However, this does not mean that customers without the means of getting product off of or on to a truck are without options.

If you have a receiving dock:

- Drivers *may* unload the product from the truck.

- Most drivers will help one of the consignee's employees get product on or off the truck; others will even do it themselves, though **this is explicitly prohibited by all freight companies and done solely at the discretion of each individual driver.**

If you do not have a receiving dock, there are other services available (upon request only; additional charges may apply):

- Golden can provide liftgate service.\*
- Golden can provide inside delivery, which requires the driver to unload the freight from the truck and deliver it directly across the threshold of the entrance.

**\* For orders of more than five pieces, liftgate service must ALWAYS be quoted by the Traffic Department.**

For customers with limited access to tractor-trailers:

Most freight carriers have at least one straight truck per terminal, which can be provided at no additional cost. However, requesting a straight trailer may result in a delivery delay.

## RESIDENTIAL SHIPPING

Our customers can drop ship product directly to an end user. We offer multiple options for residential deliveries: curbside, inside, and White Glove delivery.

**Residential deliveries of any kind do entail additional charges.**

Delivery appointments for residences must be requested at time of order; there is no charge for this.

### I. Residential Curbside Delivery

- Product will be left in the driveway, as long as there are no steps.
- If there is no driveway, the driver is allowed to leave the product curbside.
- **The customer is responsible for getting the product inside their home.**

### II. Residential Inside Delivery

Residential inside delivery requires the driver to move the product no further than across the threshold of the front entrance to the residence, unless:

- there is any number of stairs leading to the front door;
- the door is not wide enough for the product to fit through while still in its box;
- the distance between the roadway and the entryway is unreasonably long.

If any of these limitations are present, a driver is allowed to leave product in front of the front porch, on the ground-level porch, under a carport, in a garage, or as close to the home as possible.

### III. White Glove Delivery

We do realize that many end users of Golden Technologies' products may be unequipped for the unpacking and movement of our products; this is why we also offer White Glove delivery. In a White Glove service, a White Glove agent will:

- Deliver the unit inside the customer's home;
- Unpack the unit;

- Set it up in the room of their choice;
- Connect the power;
- Remove all packing debris.

During this type of delivery, there are certain terms and restrictions:

- Before delivery, the customer must clear the space where the chair is to be set up, as well as a path leading to it. Agent is not responsible for moving furniture.
- If the agent must go up or down more than one flight of stairs, Golden *must* be notified when the order is placed (additional fees may apply).
- The determination of whether or not a residence is unsanitary is reserved to the discretion of the White Glove agent.
- White Glove deliveries take, on average, 3-12 business days from the date of shipment. Guaranteed service must be requested at time of ordering.
- The agent is required to give the customer a delivery window of four hours or less.
- There is no product training involved with White Glove delivery.

## FREIGHT INCIDENT & RECEIVING POLICY

Even with every precaution taken, freight damage will occur from time to time. Golden Technologies enjoys one of the lowest freight damage rates in the industry— .46%, or one out of every 306 products we ship— but to the person who receives a freight-damaged product, percentages and statistics mean nothing. We at Golden Technologies understand the stress and anger at receiving a freight-damaged product, and we have implemented policies to ensure that freight damage issues can be handled quickly and efficiently.

There are four categories of freight damage, into which most situations will fall: shortages, overages, visible damage, and concealed damage.

### HOW TO RECEIVE PRODUCT

**Do not sign the delivery receipt until every step of our receiving policy has been completed.** When you sign the delivery receipt, you are signing a contract stating that you have received your shipment “completely and in good order.” If you sign the delivery receipt before following our receiving policy, and a problem is discovered later, you may be limiting the options available to Golden Technologies to resolve the issue.

1. Upon delivery, first count every box in the shipment. Verify the piece count against both the carrier’s delivery receipt and the packing slip attached to your shipment.
  - a. If the number of boxes received does not match both the delivery receipt and the packing slip, immediately note this on the delivery receipt.
  - b. If you have received too many boxes, match the serial numbers of the units against the packing slip. Refuse any product you were not intended to receive.
2. Every box must be inspected for visible freight damage.
  - a. To inspect, simply walk around each box once, checking for any significant damage (holes, cuts, crushed cardboard, anything taped up).
  - b. Note any damage on the delivery receipt; even simply writing “Box Damaged” is enough, although details are helpful.
3. If the box is substantially damaged, you may open the box to inspect the product at your discretion.

4. If, upon inspecting the opened product or examining the boxed product, you determine that you cannot sell the product, refuse the product [only the damaged one(s), not the entire shipment].
5. Once all steps have been completed, sign the delivery receipt.
6. Whenever freight damage, shortages, or overages occur, Golden Technologies should be contacted immediately. Please contact Dan Hoppel at 800-624-6374 x317.

## RESOLVING FREIGHT DAMAGE / LOSS ISSUES

**Visible damage** is defined as damage that is explicit on the packaging of the product. If a box is in any way damaged, this constitutes visible damage, regardless of whether or not you can see damage to the product contained within the carton.

- Per Golden policy, visible damage must be noted on the driver's copy of the delivery receipt before signing the delivery receipt.

**Concealed damage** is defined as damage that is not clearly visible upon the shipping package.

- Per Golden policy, concealed damage must be reported to Golden Technologies within forty-eight hours of delivery.

**A shortage** is defined as a discrepancy between the piece count on the carrier's delivery receipt and the physical cartons delivered.

- Per Golden Policy, shortages must be noted on the driver's copy of the delivery receipt before signing the delivery receipt.

To resolve freight damage issues, Golden Technologies will, at its discretion, either replace the unit, repair the unit, send parts to facilitate the unit's repair in-field (with a possible labor allowance), or offer a discount. However, failure to follow the policies listed above for shortages, visible damage, and concealed damage may affect what service is offered as well as any charges associated with said services.

## RETURNING PRODUCTS TO GOLDEN TECHNOLOGIES

To schedule a pickup for a product, you must:

- Have an RMA number;
- Have the product boxed and ready to go;

You can then call Dan Hoppel at 800-624-6374 x317 to schedule. Please have your RMA number ready when you call.

Thank you for taking the time to read the Golden Technologies Shipping/Receiving Policy. We strive to make shipping and receiving of Golden Technologies products as quick and easy as possible. If you have any questions regarding these policies, please call us. Traffic Manager John Eremo can be reached at 800-624-6374 x245, and Freight Claims Adjuster Dan Hoppel can be reached at x317.



# Freight Questionnaire

Is there a freight carrier with whom you have an existing relationship, and therefore would like us to use for shipping your products?  Yes  No

Please note that anything shipped on a carrier other than Golden's routed carriers will be shipped "payment collect," and you will be responsible to pay the carrier directly.

If you answered yes, which carrier would you like us to use?

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Do you require a delivery appointment?  Yes  No

Do you have a dock for receiving product?  Yes  No

If you answered no:

Do you need Liftgate service for deliveries?  Yes  No

Do you need Inside Delivery service for deliveries?  Yes  No

Inside delivery service is \$30 per shipment unless otherwise negotiated.

Is your building accessible for a tractor-trailer?  Yes  No

If not, a straight truck can be requested for deliveries at no additional charge, though delivery may be delayed. Straight trucks not available in all areas.

Do you have special receiving times?  Yes  No

Special receiving times are any times starting after 10 a.m. and ending before 4 p.m. If your hours of operation do not coincide with those listed, please let us know what hours you can accept deliveries each business day.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY

If there is anything else that you believe can hinder delivery or prevent a carrier from successfully delivering your Golden Technologies product, please note below.

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SHIP TO ADDRESS		
ACCOUNT NUMBER	RECEIVING CONTACT NAME	RECEIVING CONTACT NUMBER
EMAIL ADDRESS		

To ensure we are able to give you the best service available, we ask that every location that will receive product from Golden Technologies please fill out this form.

The undersigned agrees to having read and accepted Golden Technologies' Shipping/Receiving Guidelines.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date