

USA Freight Policy

A \$250 net freight charge will be applied on orders less than \$2000 net, per delivery.

Please note that all deliveries are dock-to-dock only. Any other type of delivery will require an additional charge. For more information and to arrange alternative delivery services, please contact our customer service team.

Purchase orders for parts

The freight policy does not apply to orders for replacement parts (casters, mechanisms, armrests, etc).Transport will be organized by Rouillard, at the customer's expense.

Partial deliveries

In the event that Rouillard is obligated and must proceed with a partial delivery for the following reasons: **back order or damaged products during production**, the customer will be exempted from the fees mentioned above.

This policy is for all shipments within the 48 contiguous states and does not apply to shipments to Hawaii, Alaska or Puerto Rico.

For all questions related to the above please do not hesitate to contact Customer Service, 1 855-459-1954 or by email info@rouillard.ca