

United States Freight Policy

This policy is for all shipments within the 48 contiguous states and does not apply to shipments to Hawaii, Alaska or Puerto Rico. Shipping fees are calculated based on the total order amount delivered to the same address on the same delivery date.

Shipping Fee Schedule

- Orders from \$0 to \$2000 net: \$350
- Orders from \$2001 to \$5000 net: \$250
- Orders over \$5000 net: Free shipping

Delivery Conditions

All deliveries are **dock-to-dock only**. Any alternative delivery requests (inside delivery, installation, etc.) will incur additional charges. To arrange specific delivery services, please contact our customer service team.

Orders for Replacement Parts

The shipping freight policy does not apply to orders for replacement parts (casters, mechanisms, armrests, etc.). Shipping for these items will be arranged 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.

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