

SHIPPING OPTION	POLICY
Freight	Orders less than \$1,000 \$169 Flat Fee \$1,000 - \$3,499 \$139 Flat Fee \$3,500 or more Free Freight
Direct Ship	Actual Freight
Small Package	5% with \$25 min.

NY Metro Surcharge	\$75
Delmarva Peninsula	\$50
DC, VA Metro Charge	\$50
Residential Charge	\$75



Save Money. Establishing a once a week ship date is welcomed.

All orders throughout the week will be compiled to help you reach the \$3,500 free freight threshold. Cut down on freight costs by enlisting in this program!

PLEASE NOTE

- Shipping with dealer requested carrier 13%
- Specialties - straight truck, residential, lift gate, special appointment, etc... will incur extra charges
- Inside delivery services must be pre-approved

RETURN POLICY

Pre-authorization must be granted prior to the return of any product. Returns of new, unopened product in re-sellable condition will be charged a 25% restocking fee. All products returned are subject to inspection upon return. Products older than 60 days or discontinued by the manufacturer will not be accepted.

FREIGHT CLAIMS

Take the time to inspect all shipments at the time of delivery. You are responsible for all products that you sign for! Any shortages, damages, etc., must be noted on the Freight Bill and reported to the carrier and to the shipping location (BAC or Fireside) immediately. Put all notes on the Bill of Lading. Hidden damage or shortages must be reported within 48 hours of delivery. See freight claim policy for additional details.

SMALL PACKAGE/GROUND CLAIMS

Take the time to inspect all shipments at the time of delivery if possible. All damages must be reported within 5 days of receipt. When submitting a small package/ground claim, the following photos are required: a clear photo of the item, internal packaging & placement, internal packaging materials, outer box & shipping label. Submit these photos to warranty@bacsales.com. You must retain all original packaging and contents until the claim process is completely resolved.