



You asked, we're delivering - Simple. Quick. Effective.

As our customer, your experience is extremely important to us! We are listening to your feedback and know that you want a less complicated, more consistent and effective freight policy that allows you to meet your customers' needs in an equally quick and effective manner.

As you are all aware, the trucking industry has presented many challenges for all of us in the recent years. Increased governmental regulations, driver availability, and other conditions that negatively impact freight costs and serviceability continue to plague the industry.

Our commitment is to provide you with the most consistent and quality service in all areas. We understand your need for choice and have provided the most desired options available in our new improved policy. In order to provide you with the service you deserve and need to manage the continuing challenges of the freight industry we are making the following adjustments to the American Bath Group Freight Policy.

Introducing your
**Simple, Quick and Effective
American Bath Group Freight Policy**

Effective Date: Orders shipping on or after May 1, 2017

Full Freight Allowed (FFA)

MIN order quantity is 20+ pieces*

**1 Piece being a fully assembled unit*

Drop Fee

\$270 for orders of 2-19 units*

**1 unit orders will ship out via LTL at customers expense*

Order Cancellation/Change Order

24 hours from order entry

Driver Assist

No longer offered

RGA Restocking Fee

Effective Date: RGA received on or after May 1, 2017

Non-Commerical product, all brands 50%, requires prior written approval

RGA product will not be shipped back, but will be donated, "As-Is", to local Habitat for Humanity Charity

RGA Acceptance Period

8 weeks maximum from the date of delivery

Unloading

We request that for every 1/4th of the truck, customers will have 30 minutes to unload. This will allow us to increase driver availability and provide excellent service.

Extended Lead Time

& Standard Lead Time Mixed Units

Four or less Extended Lead Time units with Standard Lead Time units on same order number

Extended lead time units are units that are 4 days or more past standard lead time units on the order

Customer Service will make contact to explain the lead time gap and offer Three Options:

- 1- Hold the normal lead time units until Extended Lead Time units are ready to ship all together
- 2- Hold the Extended Lead Time units for their next order
- 3- LTL out the 4 or less units once they are ready

**cost billed to customer*

At American Bath Group, our purpose is "To make a positive impact on people's lives." These Simple, Quick and Effective freight policies are just another way we are committed to providing you with consistently clear communication and top-notch service.

Overcoming Objections

No Driver Assist

We will no longer be able to offer driver assisted deliveries. As mentioned, this is a challenging time for the freight industry. Driver availability is at an all-time low - there are less new drivers entering the industry, and loss-time injuries are at an all time high. For this reason, Insurance has made it impossible for us to offer the driver assist service.

Although our drivers will no longer be able to assist with unloading, they will be available to assist with paperwork and answer any questions you may have during the unloading process.

Offloading Policy

Most often our unloading time-line is not an issue. In some rare cases it becomes a problem for our carrier. In order to keep drivers moving and carriers generating the revenue they need, we cannot detain them. Therefore, to expedite deliveries, we request you unload in two hours or less.

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