

BLANCO CUSTOMER FREIGHT

We are sorry to announce the discontinuation of the FLAT-RATE FREIGHT PROGRAM from 2021

BLANCO America presents our authorized distributors with options for these order conditions

STANDARD FREIGHT

All Regions	*Net Order Value	Freight Condition	Terms
	<\$2500	Plus Freight	Net 30
>\$2500	Full Freight Allowed	Net 30	

BLANCO FAUCET PROMOTION

Order one faucet and it ships for free – Only for 2022!

BLANCO UNIT SINK AND FAUCET COMBO PROGRAM

Order one faucet combined with one sink, plus any coordinating accessories, and receive free shipping.

ORDER & SHIPPING POLICIES

- General** All orders must ship at one time to one location.
- Drop-Ship Requests** BLANCO ships to identified customer ship-to locations. **Drop-ship request exceptions must be approved by a BLANCO Region Manager.** Additional handling or shipping fees may apply. BLANCO can only drop-ship products within your trading area defined by state.
- Stock Orders** BLANCO will strive to ship LTL orders within 3 working days (not including day of entry). BLANCO will strive to ship within 10 working days of receipt of large orders (defined as 6 skids or more)
- Job-Quote Orders** All Job-Quote Orders are stand-alone. Please do not combine quoted items with any other purchase orders. Job-quotes ship to the distributor ship-to location unless submitted first for approval to a named location approved by the Region manager.

Order Change Requests	Common Carrier (Palletized Shipments) - Any change (addition or deletion) to the original order may delay the "re-processing" of that order for up to an additional 48 hours. (2) UPS - BLANCO will attempt to accommodate your request for any change (addition or deletion) to the original faxed UPS order. However, once the order has been processed in the warehouse, no further changes will be made
Expedited Orders	All rush orders, including UPS (Next Day, 2nd Day, 3rd Day) & Must-Ship/Same Day Orders must be indicated on the purchase order and in the body of the order communication. We value our customers and aim to provide the same level of service to everyone. Rush orders will be processed and shipped in a timely manner. BLANCO will charge for the cost of expedited freight. Please note that orders received (via fax) after 11:00 a.m. EST, cannot be expedited the same day -- they will be processed as soon as possible
Cancellations	Cancellation of an entire order can be accommodated the same business day that the order was submitted to BLANCO
Returns	<u>Please note that our policies, procedures, and contact information regarding ALL returns has changed.</u> All returns, regardless of product and or part must be accompanied by a Return Goods Authorization Number (RGA) issued by BLANCO America. BE ADVISED that our Returned Goods Authorization (RGA) system is for UNINSTALLED PRODUCTS ONLY and now classified into two separate types with specific processes and requirements: (1) Quality concerns and shipping damage and (2) All Other RGA's. All items must be returned in their original carton and in saleable condition. Product must be listed in current price book. Product must not be altered (i.e. faucet hole drills). IMPORTANT NOTE: All Return Authorizations will expire 30 days after issue. Return Authorized products must be received within 30 days or credit may be denied. Credit will also be denied for return shipments that are not accompanied with a pre-approved Return Authorization. 25% Restocking fee applies. Customer pays for and arranges freight back to BLANCO for returns
Damaged Goods	Upon delivery, if there is visible damage to the carton, claims against breakage and/or shortages must be made at time of receipt against the carrier. Also, please notify BLANCO of any breakage or shortage within 48 hours. Concealed damage must be reported to BLANCO within 72 hours of receipt of merchandise to point of shipment
Knockout Holes	Additional holes can be made for either Silgranit or Stainless. Please contact Customer Service for further details. Please allow 2 additional days for product to be shipped. Added: BLANCO America will not be help responsible for any cut out done without the use of and in accordance with template or specification sheet

*** Net Order Value does not include displays product or display merchandise**

Contact Information for BLANCO America
Orders: orders@BLANCOamerica.com
RGA Requests: RGA@BLANCOamerica.com
Questions: customerservice@BLANCOamerica.com
Call: 1-800-451-5782 (Monday thru Friday, 8:30am-6pm)
Fax: 1-800-231-1963