



WESTLAKE KITCHEN USA INC
6544 Warren Drive, Ste. 104, Norcross, GA 30093

Westlake Kitchen USA Freight Guidelines

(Effective Date: 5/11/2026)

Freight Charges Summary

Dealers are charged for freight based on the total value of their order. For freight quotes or questions, please contact Westlake Kitchen USA prior to placing your order.

General Shipping Fee (Continental U.S.)

- **10% of order total for all orders under \$3,500**
- **Free shipping when order total equals or exceeds \$3,500**

**Order total is calculated based on product total (including discounts but excluding taxes).*

Accessories Policy

- **For orders under \$3,500, accessories are charged separately**
- Each accessory item will incur a \$50 handling/shipping fee
- The \$50 per accessory charge includes standard accessorial services, including: Liftgate delivery/Residential delivery/Limited access delivery
- Accessories are not included in the standard freight percentage
- Delivery appointments and call-before-delivery services are included in the general freight charge
- Any special delivery requirements must be requested in advance and may incur additional charges

Parts Only Shipping

- All parts orders will be shipped via UPS, FedEx, or other parcel carriers
- Freight charges for parts will be billed at 100% of the actual carrier rate
- Expedited shipping services (Next Day Air, 2-Day, etc.) will be charged at full carrier cost



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Additional Shipping Guidelines

Delivery Terms

- All standard shipments are curbside delivery only
- Standard delivery hours are Monday–Friday, 8:00 AM – 5:00 PM
- Estimated delivery dates are not guaranteed
- Contact Westlake Kitchen Equipment if you have special requirements for delivery

Redelivery Fees

- Redelivery fees will be charged if delivery fails due to incorrect info or unavailable receiver

Restocking Fees

- Orders canceled or refused after shipment are subject to:
 - Full freight charges
 - 25% restocking fee
- Returns must be in original packaging within 90 days

Freight Damage / Claims

- Must be noted on POD at delivery
- Must be reported within 72 hours

Special Products

- Oversized or custom equipment may require separate freight quotes

Will Call

- Westlake Kitchen USA offers a **3% discount** for orders picked up at our warehouse
- Orders must be scheduled in advance and picked up by the dealer or their representative

Important Notes

- Freight charges subject to change
- Westlake reserves the right to update this policy