



FREIGHT & DELIVERY GUIDE

KNOW BEFORE IT SHIPS

Simple process, Clear expectations, Better deliveries



1 FREIGHT BASICS

Freight charges are determined based on the shipment, destination, equipment, and applicable freight programs.



FREE FREIGHT PROGRAM

- Call for Minimum qualifying order
- Eligible Brands (Axis, Ikon, Jet-Tech, Kool-It, Kool-It Infinity, Primo, Sierra, and Vortex)
- Hydra-Kool excluded unless otherwise noted



Free freight applies to standard commercial dock side delivery unless otherwise specified.

2 ADDITIONAL DELIVERY SERVICES

Optional service available at additional cost. Please identify needs when placing your order.



Lift-gate Service \$125



Appointment Re-Delivery \$50



Inside Delivery \$125



Limited Access Delivery \$125



Residential Delivery \$110



White Glove Delivery \$275



Appointment Pickup Reschedule \$50



Residential Pickup \$100

3 BEFORE WE SHIP

Help us get it right the first time. Provide the following information when placing your order:

- ✓ Complete Ship-to address
- ✓ Business / facility name
- ✓ Receiving contact & phone
- ✓ Receiving hours
- ✓ Lift-gate requirement
- ✓ Appointment requirement
- ✓ Limited-access information
- ✓ Residential status (if applicable)
- ✓ Inside delivery / white glove requirements



Special delivery requirements provided after shipment may result in additional charges or delays.

4 KNOW YOUR DELIVERY LOCATION

Certain locations may require additional handling and may incur additional charges.



LIMITED ACCESS LOCATIONS

Examples include schools, airports, construction sites, churches, military bases, storage facilities, shopping centers, government buildings, farms, and locations with restricted access or receiving hours.

Let us know before we ship.



RESIDENTIAL LOCATIONS

Homes, apartments, condominiums, or any location primarily used as a dwelling are considered residential.

Please identify residential locations at time of order.



STANDARD DELIVERY

Unless arranged otherwise, shipments are standard commercial dock side delivery. Inside delivery, lift gate, white glove, and other special services must be arranged at time of order.



QUESTIONS? WE'RE HERE TO HELP

Contact MVP Sales Team before placing the order when special requirements are involved.

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5 RECEIVING YOUR EQUIPMENT



- Inspect before signing the delivery receipt
- Check for visible damage, shortages, and overages
- Note issues on the delivery receipt before the driver leaves
- Take photos of packaging and equipment

6 FREIGHT DAMAGE



- Visible damage: Note on delivery receipt, take photos, and report to MVP immediately
- Concealed damage: Report as soon as discovered. Keep all packaging and paperwork until claim is resolved

7 MISSED/REDELIVERED SHIPMENTS



Additional charges may apply when a delivery cannot be completed because of:

- No one available
- Incorrect information
- Appointment not arranged
- Special access not disclosed

Charges may be passed through to the customer.

8 REFUSED SHIPMENTS



Do not refuse without inspection and contacting MVP. If a shipment must be refused:

- Inspect
- Document and photograph
- Note on delivery receipt
- Contact MVP

Return / Restock Policy Applies.

9 LATE CHANGES & SPECIAL REQUESTS



Changes to delivery instructions, services, or access requirements after the shipment has been released may result in additional carrier charges and delays.

10 CUSTOMER PICKUP / WILL CALL



Customer pickup may be available from designated MVP distribution locations. Call MVP for details.

11 PARTS & ACCESSORIES



Shipping policies for replacement parts, accessories, and small parcel are not include in freight programs.



HELP US AVOID SURPRISE CHARGES TELL US BEFORE WE SHIP



Need a lift-gate?



Need an appointment?



Limited access location?



Is it a residence?



Need inside delivery or white glove?



Questions? Ask us



Freight programs, carrier charges, additional fees, and qualifying requirements are subject to change without notice. Requirements in effect at time of shipment apply.