



Carolina Furniture Works, Inc
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Drop Shipping Policy:

Carolina Furniture Works, Inc. typically authorizes drop shipping anywhere inside the USA and Canada via **dealer designated freight providers**, and **must be authorized by the factory as a freight service provider**. At company discretion, Carolina Furniture Works, Inc. works with dealers to establish shipping and handling of drop shipments within the scope of and in accordance with general freight and return policies currently in place by the company. A BOL must be submitted for each order placed for drop shipping, and approved by a factory authorized principal. Authorized dealers are responsible for assigning freight provider services and assume full responsibility for all exceptions with designated providers and end-users. Carolina Furniture Works, Inc. does not assign freight service providers.

When the factory drop ships the following occurs:

- Dealer designates carrier service and assumes responsibility for any freight exceptions, and filing of any claims.
- Shipments are made expeditiously providing dealer's account is current.
- We do not include any pricing of the product to the end user.
- Merchandise is tagged with the end-user's name and address.
- Products are packaged for furniture type delivery providers—case goods boxed on corrugated skids
- CFW, Inc. coordinates with dealers & carriers for merchandise pick-up (FOB) Sumter, SC

Note: The factory does not group or palletize products for shipping – products are shipped individually.

How the process works:

Dealers are responsible for freight charges to end-users. Carolina Furniture Works, Inc. is open to recommend freight service providers. The company will ship after receipt of BOL and invoice authorized dealers for cost of goods established with business development principals. (CFW, Inc. does not pre-pay freight, but will work with dealers to establish third party billing with a qualified carrier.) Once an order is received, it is entered and acknowledged with an approximate ship date via an authorized freight service provider. Pick-up and delivery can then be scheduled based on the acknowledgment and availability. PO's submitted must supply a customer's name and correct address along with a BOL for shipping instructions. All shipments are then made FOB Sumter, SC by pick up of your designated carrier. (CFW, Inc. maintains prompt shipping hours that prohibits exceptions for late pick-ups or returns.)

We do not Ship via Ups or FedEx type carriers. (We recommend a preferred freight service provider proficient with making end-deliveries.) Internet Dealers designate their own carrier service provider for pick-up and delivery from the factory, but assume all responsibility for the condition of goods upon delivery, factory returns, and filing of all claims. Freight, Factory Defective, and Customer Service Policies apply to all drop shipped goods and are policies set up for service to our dealers. (The factory does not communicate with the end-user.) **Carriers allowed to service our facility agree to accept our shipper's load and count to include the condition of goods when picked up accepting responsibility for the condition of goods when loaded. (CFW, Inc. is not responsible for concealed damages.)** Dealers are responsible for all requests for parts shipped to end users and must submit a purchase order and accept responsibility for all applicable expenses and any repair allowances or liability to the end-user. End-users are not permitted to purchase directly from the factory. **(The factory has a no return policy for parts and accessory items.)**

Note: (Dealers are responsible to review and accept provisions in Drop Ship Receiving Instructions.)

Note: (Dealers are responsible to review and accept provisions to file receipt of incorrect item claims.)

Drop Ship Returns Policy: (Authorized Dealer only policy)

Damaged, defective goods, or goods shipped in error may be returned for credit less repairs at dealer or carrier expense. (Note: Returns due to buyer's remorse only are scrutinized. Authorized Dealers are responsible to provide a means of disposition in this case.) Authorized factory returns are for freight exceptions, certified factory defective goods, or shipping errors as determined by the dealer and factory together.) **Note: RA's may be requested by Authorized Dealers only and must be approved by a factory representative. Request for RA's may be sent to service@carolinafurnitureworks.com prior to returns or by calling 1-800-334-6419.)** Dealer reorder replacements are considered payable and are not exempt for payment pending carrier claims, or due to buyer remorse. Service issues due to craftsmanship, and serviceability of products shipped are provided for through our customer service programs by providing parts, and a defective claims process. Replaced goods must be paid for. Service exceptions are processed in accordance with company policies. **(Customer Service Policies are available up request.)**