

Carolina Furniture Works, Inc. Carrier Policy
Sumter, South Carolina
(Tel: 803-775-6381) (Fax: 803-775-0251)

- As a rule, all outgoing freight from Carolina Furniture Works, Inc. is assigned to carriers by dealer request. **(Only in certain instances does CFW, Inc. assign a carrier for dealer deliveries.)** CFW, Inc. however does act as a liaison between carriers and dealers to ensure the best possible service into our sales territories. Freight charges are freight collect unless otherwise noted on the "Shipper's Report".
- All freight carriers allowed to pick up at Carolina Furniture Works, Inc. must be approved by the factory and placed on the Listing of Carriers (**Preferred Carrier List**).
- All freight carriers picking up from Carolina Furniture Works, Inc. agree to accept the factory "shipper's load and count". **Note:** *By arrangement*, any freight carrier not accepting freight based on CFW, Inc. "shipper's load and count" may be allowed to pick up on a "live load basis".
- The document from CFW, Inc. **IMPORTANT RECEIVING INSTRUCTIONS** outlines the responsibilities for Shipper, Freight Carrier, and Consignee (see attached enclosure).
- The document from CFW, Inc. **Freight Discrepancy Report and Return Authorization** contains the appropriate information necessary for freight carriers or dealer pick ups to file exceptions for any "Freight Discrepancies" or for any "Return Freight Authorizations". Any exceptions occurring during pick up or delivery must be timely reported, and any merchandise returned due to factory authorizations does not in itself obligate the factory to repair or accept charges for repair of damaged products being returned. **(Note: Dealers are responsible for Drop or Trans-Shipment exceptions)**
- When any products are lost during shipment, the carrier must report an appropriate freight discrepancy before replacements are shipped. **Note: Replacements are billed to the carrier who is reporting the lost exception.** Lost pieces can be returned for credit (if returned undamaged), and cancels any replacement invoice. Replacements are shipped free astray and returns are accepted on a dead head basis.
- Carolina also accepts return freight that is damaged and returned for repair and reshipment. When a damaged piece is returned for repair, the factory ships a new piece to the dealer via a free astray freight bill with the appropriate carrier. The carrier is billed a modest repair charge although a new piece is shipped. When returning merchandise for repair and reshipment, always return on a dead head basis, and refer to the original freight bill number. This properly ensures identification and re-delivery to the correct mutual customer.

Shipper's Load and Count: Carrier accepts loading of goods as indicated on shipper's report to be accurate and correct without exceptions.

Live Load: Carrier's driver signs for goods when picked up and accepts responsibility for shipper's loading as indicated on shipper's report without exceptions.

Revised: 10/26/09

Contact Factory or Representative for additional clarification of delivery information or to obtain the best carrier service for LTL or Direct Shipments, specialty deliveries, forms, etc. – Carolina Furniture Works, Inc. does not assign deliveries.