

## OneHydraulics Freight & Shipping Policy

### \$10 Flat Rate Shipping

OneHydraulics, Inc. offers \$10 flat rate shipping\* on all orders placed online at OneHydraulics.com. This flat rate shipping is for standard ground speed shipping and only applies to the contiguous (lower 48) United States of America. Items going to Alaska or Hawaii may require additional shipping charges, and our shopping cart does not calculate those charges. In those cases, you will be contacted by a OneHydraulics team member for additional payment instructions.

All shipments are FOB shipping point. Items of differing size and weight may ship independently, by different methods, even if ordered together. Most items will be sent UPS Ground or USPS Priority Mail, and all items will have tracking.

Generally, items individual or combined weighing over 50lbs are too large to be shipped safely by UPS and may be sent by LTL truck. Shipping method and carrier selection shall be the sole discretion of OneHydraulics, Inc., unless the customer wishes to have us ship their item Collect on their account. Title and risk of loss pass to the customer upon tender of shipment to the carrier. In the event of LTL damages we follow the NMFC (National Motor Freight Classification) laws that are regulated by the Federal Government. **Someone must be present to accept truck deliveries. Standard truck delivery is to a dock facility designed to receive freight. RESIDENTIAL DELIVERIES OR DELIVERIES REQUIRING LIFT GATE OR OTHER SPECIALTY EQUIPMENT ARE AVAILABLE FOR AN ADDITIONAL CHARGE.** Residential addresses include private homes, apartments, schools, preschools, day cares, camps, farms, public storage facilities, businesses operating within a private residence, and other such locations not generally recognized as commercial locations and shall apply to the entire premises. If it is determined that your location cannot accept a standard delivery, you will have two options.

1. OneHydraulics will contact you and we can still arrange the delivery via truck, but at an additional cost to our \$10 flat rate shipping. This cost will be determined by our LTL carrier and is passed directly on to the Customer at no additional markup.
2. OneHydraulics can arrange to have your shipment sent to a commercial address where a fork lift is available.

### Premium Shipping

Need it fast? OneHydraulics.com is happy to ship items UPS Red or Blue upon request. During checkout, please leave your UPS account number in the shipping notes and we'll make sure your order ships quickly on your account. If you do not have a UPS account, we can still ship your order UPS Red or Blue, but we will require additional payment information after your order is placed to do so.

### International Orders

OneHydraulics.com is happy to ship orders internationally! However, our flat rate shipping does not apply on International Orders, and you will be contacted by OneHydraulics upon placement of an international order to coordinate shipping and payment instructions.

Any International taxes or customs fees will be collected by UPS, or in the case of freight shipments, by your customs broker. OneHydraulics is not responsible for any additional fees related to international shipping, including special packaging requirements.

### Shipping & Delivery Speed

Some items that show to be available to ship in 1-day are in OneHydraulics, Inc. stock located in Houston, TX. All orders in OneHydraulics' stock received before 3:00pm CST will be shipped same-day. If you have a special circumstance and need us to ship an item after 3:00pm, please give us a call and we will do our best to accommodate this request.

Some items shown to be available to ship in 1+ days are located in a United States factory of one of our many vendor partners. All items shipping from our vendors are shipping from factories based in the USA or Canada. Shipping speeds from our vendor partners may vary, but we will send a confirmation of an expected ship date as soon as that becomes available.

Any item not shown to be in stock may have a lead time that is beyond our control. We do our best to update the standard lead times shown on OneHydraulics.com regularly, but if your project is time sensitive, please give us a call prior to placing your online order so we can verify the lead time with more accuracy based on current production schedules.