

## **WHOLEGOODS SHIPPING POLICY**

It is Art's Way mission to provide the best possible customer service to our dealers and end users. One of the areas we constantly seek to improve is the timeliness in which we ship wholegoods to our dealers. In an effort to improve our turnaround time for shipping wholegoods, we are implementing the following policy:

- Upon notification to dealer that product is ready to ship, the dealer will have 20 calendar days from the notice date to make arrangements to either pickup their equipment or have Art's Way ship.
- If product is not picked up or shipped within 20 days of the notice date, Art's Way will ship at it's discretion. We will use a preferred trucking firm for the majority of shipments, which should allow freight to be competitive.
- Although we will do our best to gather several pieces of equipment designated for one dealer, there will be times when this is not feasible, therefore product may have to ship separately.
- If dealer does not comply with this policy, they will lose their volume discount for the remainder of the program period.
- We require that you give our shipping department at least **24 hour notice to begin loading** arrangements or your shipment will be rejected.
- If dealer is picking up their equipment, please assure that your carrier is here no later than 2:00 pm on the date of loading.
- For arrangements to load your shipment, please call Nick Moore at (712) 864-0043
- If you need to make changes on your sales order for this unit, please call the Customer Service Center at (712)864-3131 ext. 1.