

Insolroll Shipping Guidelines

Insolroll takes immense pride in offering high quality roller shades for interior and exterior applications. We also take great care in packaging our products to ensure they arrive at the destination damage free and in a timely manner. We have carefully selected shipping partners who we feel offer the best value and service to mitigate issues on the transit side while keeping costs in check. While most shipments arrive error free, there are circumstances where things do not go as expected. The following guide is to help assist you in understanding the realities of shipping and things we can do together to help reduce damage, loss, and other problems. If you have questions about shipping, please ask your sales representative or customer service prior to placing your order to avoid problems once the shipment has left our dock.

Here are some tips:

1. It can take up to 48 hours for tracking links to be live, with the clock starting the day after you receive your shipment notification email. The tracking links will not work the minute you receive the email. If they are still not working after 48 hours give us a call.
2. Address change requests that come in after an order has shipped are subject to reconsignment fees. To avoid additional shipping costs, please make sure you provide the correct shipping address at time of order placement. A contact name and phone number are required for all shipments.
3. Oasis products are much larger and heavier than interior products and primarily ship LTL (truck). Boxes can be up to 244" wide and can weigh up to 250 lbs. *These shipments often require someone to be at the delivery address to help the driver unload.* The receiving location must have room to accommodate these larger boxes.
4. Interior and Exterior products are manufactured in different warehouses and cannot be shipped together. If you submit them on the same order, we will separate them into 2 separate orders and shipping and handling rules apply to both orders.
5. Insolroll utilizes UPS small pack for smaller shipments – (shades/extrusions under 90") and orders with less than 6 boxes. Orders with shades over 90" or more than 5 boxes will be shipped with one of our LTL (truck) partners. Large contract orders or orders that contain more than 8 boxes will be put on pallets.
6. We CANNOT ship shades or extrusions wider than 90" with UPS. If there are any shades or extrusions wider than 90" it will have to go truck.
7. Next day shipping on shade orders is prepaid and an additional cost. In most cases, the shipping cost is close to the cost of the order.

8. Next Day Early AM delivers *before 8:30am*. If the driver tries to deliver and no one is there, delivery may be delayed a day and there is no refund for the charges.
9. Standard Next Day service is guaranteed by 10:30am for commercial addresses and 12:00pm for residential addresses. Again, if no one is there to sign the delivery could be delayed a day and there is no refund for the charges.
10. Insolroll does not recommend that shipments of any kind be delivered to an address where someone cannot be available to inspect and sign for product at delivery. Once a driver delivers the shipment, any shortages or damage may not be covered since there is no signature. It is very important that you count the number of packages and compare the shipping documents. Then make notations of anything that looks out of the ordinary on the delivery receipt. Failure to do so will prolong the time it takes to locate the missing freight and replace damaged items. *We often strap boxes together to save cost – anything that has a dimension of Y" x 14" x 7" are two boxes strapped together and count as 1 package, not 2.*
11. Truck shipments being delivered to a residential address require a delivery appointment to be scheduled, so we need a contact name and phone number for the person who will receive the freight. *It is the responsibility of the person receiving the freight to coordinate the delivery with the freight company.*
12. Residential addresses also pose challenges for truck deliveries: The shipment will be delivered in an enclosed trailer driven by a semitruck. If the driver cannot easily get up and down the residential street, they will not deliver the freight. Residences do not have the equipment or manpower to unload most freight. For example, an order on a pallet that would require a forklift, or several Oasis shades that are 200" wide, weighing 175 lbs. each – the driver cannot unload alone.
13. If you receive a shipment that has some missing product, we must allow the freight carrier time to do a dock sweep to look for the missing product before we can do a remake. Most of the time the missing freight is located and delivered within a couple of days. *We must allow 4-5 days for the dock sweep to be complete.*
14. Contract orders and large orders are palletized. Make sure the address you are shipping to has a way to receive pallets. If there is no freight dock, will the recipient require a truck with a lift gate? Does the recipient have a forklift or pallet jack to unload the freight? If freight must be offloaded by hand, does the recipient have people on site? If your delivery location is unable to accept pallets contact your salesperson or customer service.


15. We CANNOT ship anything to a PO box. A physical address is required. Delivery locations like construction sites, schools, hospitals, etc. may require additional coordination. The carrier will require specific instructions for delivery. *They will not search the facility to find someone to receive and sign for the product.* Picking up from the freight dock is also an option, we can find a shipping dock that works for you to pick up freight.

16. Transit times are approximate and vary daily. You may have received your last several shipments in 3 days BUT that does not mean the next one will arrive in 3 days. Weather, labor shortages, and other circumstances can create unforeseen delays. Once the shipment leaves Insolroll, it is out of our control. We strongly recommend that you give yourself plenty of leeway when you schedule your installations.

Signing for shipments correctly:

One of the easiest ways to avoid issues when you get to your install location is to make sure that you verify your shipments are complete when they are delivered. Below are some tips on how to validate that you have received all your boxes. Boxes that are strapped together count as 1 piece not 2.

1. Check Labels and/or Bill of Lading



UPS HADING SYSTEMS
4 OF 4
DWT: 84, 14, 7
AH

USPS SHIPMENT CONTAINS:
S/M TCH MC 514
74X14X7
89X14X7
78X14X7
114X7X7
50X7X7

Indicates 4 "Packages" in shipment, here, label indicates unit #4 of 4

BOL list: Indicates 5 "Pieces" in shipment-bundles listed with combined dimensions

2. Count Packages/Pieces



Single boxes: 2
Bundles: 1
Pkgs/Pcs: 3

1/3 2/3 3/3

3. Note any missing or damaged Pkgs./Pcs.



Advise driver of missing or damaged items; contact Insolroll Customer Service to initiate a claim.



Note missing or damaged items on BOL; contact Insolroll Customer Service to initiate a claim.

4. Sign to accept order, including any notations to indicate damage or missing Pkgs./Pcs.

Insolroll Shipping Terms

Freight Damage and Claims

Insolroll packages all products with care and our packaging is approved by our freight carriers. Unfortunately, damage can still occur. To help mitigate the cost and inconvenience to our dealers, Insolroll has invested in a cargo insurance policy to cover most shipping damage and/or shortage. Upon receipt of products, Insolroll requires that the shipment is inspected for damage and number of boxes as quickly as possible. If there appears to be any missing items or damage on the packaging (torn edges, footprints, any other adverse markings), make sure to mark the delivery receipt appropriately. If damage or shortage occurs (concealed or otherwise), contact Customer Service, and send digital pictures to order@insolroll.com. Once freight damage or shortage is confirmed with pictures and descriptions, a replacement order for appropriate parts will be placed at no charge and Insolroll will file a freight claim. All freight damage and shortage must be reported in a timely manner as there are restrictions that may limit Insolroll's ability to file claims.

If a package is damaged, DO NOT refuse the shipment. If shipments are refused, Insolroll cannot file a freight claim nor begin the replacement process until the product arrives back to Louisville and is inspected for damage. This process can take several weeks to complete and will delay the completion of the order.

Shipping, Packaging, and Handling

For manufactured products shipped within the 48 contiguous United States, the Insolroll Dealer Pinnacle Program level will determine shipping, packaging, and handling fees. Any fees associated with address changes after the product has shipped will be the dealer's responsibility. All contract orders are shipped FOB Louisville, Colorado 80027 regardless of Pinnacle level.

Non-U.S. Dealers at every pinnacle level:

All orders shipped outside the U.S. will be charged FOB Louisville, Colorado 80027. For customers who are prepaid with order, these charges are due prior to shipping and can be charged on a credit card or paid by check. Any additional services such as inside delivery, re-delivery, etc. will be the dealer's responsibility. The charges for these extra services will be paid directly to the truck line at delivery.