



Shipping Policy

General

All shipments of product will be FOB point of shipment. Insurance coverage, transportation costs and all other expenses applicable to shipment from Stirling Communications Supply Co., Ltd. (hereafter "Stirling") to Buyer's identified place of delivery will be at Buyer's sole expense. If Buyer requests Stirling prepay and bill Buyer for freight charges, Buyer agrees that Stirling retains the right to choose the carrier.

Freight charges

Freight charges vary based on a variety of factors including but not limited to: carrier, service level, shipment weight, shipment size, shipping distance, delivery location, special services and delivery options, fuel surcharges, and value of order. Special delivery options (lift gate service, government facility delivery, residential delivery, etc.) may be required to deliver certain products to certain addresses. Up-front notification of the need for such services could prevent delivery delays. Additional fees for these services will be the responsibility of the Buyer. Please call Stirling for a custom quote on any special delivery needs.

Prepaid and Added to Invoice – for all Conen products.

Fixed freight – for LG and Pioneer

Stirling offers its customers a fixed freight rate on shipments within the continental U.S. consisting of one (1) or two (2) large format plasma or LCD displays. **Certain services, such as lift gate, government facility delivery, COD, etc. are not included in the fixed rates below.**

Pioneer Freight charges: \$9.75 per unit

LG Freight charge by screen size (per unit):

Displays up to 23" ...\$29 each
Displays 24" – 32" ...\$39 each
Displays 33" – 50" ...\$119 each
Displays 51" +\$140 each

Fixed rates do include one set of speakers and one stand or mount for each display in a shipment. These accessories must ship with the display to be eligible for this rate. No other accessories may be substituted for those specified. Orders containing products other than the specific accessories stated along with large format displays will not qualify for the fixed freight rate. **Fixed freight rates apply to most flat panel display shipments, but do not apply to certain oversized/overweight displays.**



Order Pick-Up

Orders may be picked up at Stirling's distribution center (located in Monroe Township, NJ) between 9:00AM and 4:00PM local time. Buyer must complete a Pick Up Release Form and fax it to Stirling's Headquarters at least two hours before pick up. Products will be released to Buyer or Buyer's agent specified on Pick Up Release form.

Person making the pick up must be able to provide two forms of identification (at least one must be a government-issued photo ID.)

Refusals

Stirling's carriers will return product to Stirling's warehouse when a consignee refuses to take possession of the product. Such refusals are considered unauthorized returns and are subject to restock and other charges.

Damages

Damaged Product claims are only for products purchased from Stirling and shipped via Stirling's carrier of choice that are damaged in transit from Stirling to the Buyer or from Stirling to the Buyer's customer. Buyer or Buyer's customer shall refuse any product delivered in damaged condition. If the product is accepted in damaged condition, Buyer shall notify Stirling and request a claim be processed within two (2) business days of receipt of such product. Failure to notify Stirling and begin claim procedure within such time shall be deemed an acceptance of the product as of the date of the shipment.

Discrepancies

Billing and shipping discrepancies are for Products purchased from Stirling that were invoiced or shipped incorrectly. These include lost shipments, short shipments, wrong products and pricing/invoice errors. Buyer may request correction (RMA or credit) for verified billing and shipping discrepancies within thirty (30) calendar days of invoice date. Failure to give such notice within the time specified herein shall be deemed a waiver of Buyer's rights to claim such discrepancy.

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