

## Standard Service Freight Program



To our valued customers,

We would like to take this opportunity to thank you for your continued business and support throughout our partnership.

For the last couple of years, despite the constant Freight cost increases, we have left our overall 10% Freight Cap Program unchanged.

During 2020, the transportation industry experienced unprecedented freight rate increases that have continued to date. As a result, effective April 1<sup>st</sup>, 2021 we have revised our Standard Service Freight Program. This program charges the customer an established percentage set by shipping state. Below parameters determine what qualifies a shipment for the Standard Service program:

- The program applies to furniture only or mixed Furniture, Villa and Rugs. It excludes Villa and/or Rug only shipments.
- No special delivery requirements are permitted, including but not limited to, 24 hours call ahead, lift gate, residential delivery, pallet delivery, scheduled or guaranteed delivery.
- Commercial addresses only. Business must be able to accommodate a 53' trailer.
- Deliveries must be made to a single commercial ship to address.
- Maximum Order Value cannot exceed \$15,000 U.S dollars.
- Transit times will range from 7-21 working days.

If an item is discounted due to promotions or Volume pricing, the freight will be calculated based on FULL Dealer pricing.

The revamp of our program will allow shipments to be processed when ready, provide simplified freight calculations, and freight estimates at time of order confirmation.

Non-qualifying Orders:

If an order does not qualify, our Customer Service Department will contact you to go review your shipping needs and will provide a freight quote.



Orders that do not qualify for Standard Service:

1. Orders w/Residential Addresses.
2. Orders w/ Pallet delivery requests.
3. Orders w/ Will Call.
4. Orders greater than 15K (Dealer Price).
5. Orders containing Villa and/or Rugs only.
6. Rural and beyond delivery locations.
7. Orders outside the US.
8. Orders shipping to the following states:
  - Alaska
  - Hawaii
  - International Countries

We value you as a customer and are here to maintain our partnership assisting in any way possible. Should you have any questions or require further information, please do not hesitate to contact your Territory Sales Manager or Account Specialist.

**Classic Home Standard Service Rates - Revised 4-6-2021**

| <b>State</b> | <b>Rate %</b> | <b>Notes</b>                       |
|--------------|---------------|------------------------------------|
| AL           | 15.00%        |                                    |
| Alaska       | Quote         |                                    |
| AR           | 15.00%        |                                    |
| AZ           | 10.00%        |                                    |
| CA           | 10.00%        |                                    |
| CO           | 15.00%        |                                    |
| CT           | 15.00%        |                                    |
| DC           | 16.00%        |                                    |
| DE           | 15.00%        |                                    |
| FL           | 15.00%        |                                    |
| GA           | 15.00%        |                                    |
| Hawaii       | Quote         |                                    |
| IA           | 15.00%        |                                    |
| ID           | 16.00%        |                                    |
| IL           | 15.00%        |                                    |
| IN           | 15.00%        |                                    |
| KS           | 15.00%        |                                    |
| KY           | 15.00%        |                                    |
| LA           | 15.00%        |                                    |
| MA           | 15.00%        | w/exception of Cape Cod(Quote)     |
| MD           | 15.00%        |                                    |
| ME           | 18.00%        |                                    |
| MI           | 15.00%        |                                    |
| MN           | 15.00%        |                                    |
| MO           | 15.00%        |                                    |
| MS           | 15.00%        |                                    |
| MT           | 18.00%        |                                    |
| NC           | 15.00%        | w/exception of Outer Banks (Quote) |
| ND           | 18.00%        |                                    |
| NE           | 15.00%        |                                    |
| NH           | 18.00%        |                                    |
| NJ           | 15.00%        |                                    |
| NM           | 12.50%        |                                    |
| NV           | 10.00%        |                                    |
| NY           | 16.00%        | w/exception of NYC Metro (Quote)   |
| OH           | 15.00%        |                                    |
| OK           | 15.00%        |                                    |
| OR           | 15.00%        |                                    |
| PA           | 15.00%        |                                    |
| RI           | 15.00%        |                                    |
| SC           | 15.00%        |                                    |
| SD           | 16.00%        |                                    |
| TN           | 15.00%        |                                    |
| TX           | 12.50%        |                                    |
| UT           | 12.50%        |                                    |
| VA           | 15.00%        |                                    |
| VT           | 18.00%        |                                    |
| WA           | 15.00%        |                                    |
| WI           | 15.00%        |                                    |
| WV           | 15.00%        |                                    |
| WY           | 18.00%        |                                    |