

Freight Policy Equipment and Spare Parts

Overview

This policy defines the specifics of when freight charges will be applied to equipment and spare parts orders with Samsung Lennox HVAC North America. This updated policy takes effect January 1, 2025, and supersedes all previous versions.

Assumptions and Rules

- This policy supersedes any existing freight agreements and handling charges with Samsung Lennox HVAC North America.
- A signed and current Distributor or Spec Rep agreement must be completed with Samsung Lennox HVAC North America for the free freight allowed rules to be effective. Otherwise, freight will be pre-paid and added to the invoice.
- All terms of sales for shipping are F.O.B. origin, which means all shipments are invoiced at the time of shipping and any shipping issues are the responsibility of the buyer; however, Samsung Lennox HVAC North America is willing to assist as a courtesy.
- The consignee is responsible for inspecting the shipment upon receipt to verify the correct model(s), quantity, and condition of goods. If an error is detected, the consignee is responsible for noting the discrepancy in the Bill of Lading (BOL). THIS MUST OCCUR AT THE TIME OF DELIVERY OR THE CLAIM MAY BE DENIED.
- The damaged product must be notated on the BOL and accepted at the point of delivery.
 - For timely and efficient processing of your credit, do not refuse delivery of the damaged unit. Please reference the [Order Return and Damaged Unit policy](#) on the extranet.
 - Pre-pay and add shipment freight claims may be filed by Samsung Lennox HVAC North America. If the freight claim is approved, a credit will be issued against the original customer purchase order.
- Samsung Lennox HVAC North America:
 - Reserves the right to ship from multiple locations.
 - Determines the freight company, invoices pre-pay, and adds 10% of the total purchase value to the invoices within the continental US and 15% outside the continental US.
- A minimum charge will apply. Please see the chart below.

Minimum LTL Freight Charge Matrix

	Continental United States		Canada/ Other	
Low Cost	CO, KS, LA, MO, NC, NE, NM, OH, OK, TN, TX	\$250	AB, BC, MB	\$550
Mid Cost	AL, AR, AZ, CA, CT, DC, DE, FL, GA, IA, IL, IN, KY, MA, MD, MI, MN, MS, NH, NJ, OR, PA, SC, UT, WI	\$335	SK, ON, QC	\$750
High Cost	ID, ME, MT, ND, NV, NY, RI, SD, VA, VT, WA, WV, WY	\$425	NB, NS, PE, NL	\$1,400
***Outside Cont. US (incl AK, HI & others)			\$1,000	

Minimum Small Parcel Freight Charge Matrix	
Continental United States	Canada/ Other
\$25.00	\$65.00

- Is responsible for freight shipments within the continental 48 states and Canada, provided the free freight threshold is met.
- Covers freight charges on all back-ordered products and reserves the right to ship with new purchase orders.
 - Backordered equipment will ship via LTL using the carrier of Samsung Lennox HVAC North America's choice.
 - Expedited shipping will require a purchase order for freight to be pre-paid and added to the invoice.
- Will add accessorial charges as needed including lift-gates or construction site delivery charges.
- Ships compressors, condensing units, and air handlers via LTL carriers of Samsung Lennox HVAC North America's choice.

Assumptions and Rules (cont.)

- Will ship warranty shipments via ground service.
 - Expedited shipping will require a purchase order for freight to be pre-paid and added to the invoice.
 - Customers will be responsible for all import customs duties and fees for warranty shipments exported from the US.

Free Freight Allowed (FFA) Rules

Applies to all product families

- Shipped within the Continental US \$30K- \$100K on a single order
 - One (1) shipping location and must ship as one (1) release
- \$100K or greater on a single order
 - One (1) shipping location with a maximum of two (2) releases
 - Add one (1) additional shipping release for every \$100K
- Shipped outside the Continental US \$40K- \$100K on a single order
 - One (1) shipping location and must ship as one (1) release
- \$100K or greater on a single order
 - One (1) shipping location with a maximum of two (2) releases
 - Add one (1) additional shipping release for every \$100K

Damages and Returns

- Please refer to the [Order Return and Damaged Unit policy](#) on the extranet.