

HANDLING FEES

- There will be a \$25.00 Pallet fee on all orders shipped on pallets in units or picked up by customers.

SHIPPING POLICIES

ORDERS SHIPPED IN UNITS

- We request a 2 week notice prior to body's completion for all orders shipped within. DO NOT place orders shipping in units prior to 3 weeks before their completion date.
- Orders that are being shipped in non-mounted bodies cannot be changed once order is placed.
- Orders will not be allowed if body is scheduled to ship in less than 3 days, or is more than 3 weeks from completion.

UPS Shipments

- Items over 100 pounds will ship LTL unless absolutely necessary. These orders will be at Dealers/Customers own risk, New Way Parts will not be liable for lost or damaged shipments.
- UPS will not guarantee Expedited shipping (NDA, 2nd Day Air 3 Day Select) on items over 70 pounds that cannot ship in UPS approved boxes, New Way is not liable for delayed shipments and therefore will not reimburse shipping charges.
- New Way Parts will ship orders collect on customers UPS accounts, but we will not reimburse shipping charges if we forget to use your account.
- Customers cannot use call tags to have orders picked up, this is to assure orders do not get shipped into other Dealer's territories.

LTL Shipments

- Orders sent to residential addresses and orders requiring a lift gate will be subject to additional freight charges if we are not made aware of this at the time of the order.
- Customers will not be allowed to arrange their own shipping; this is to assure orders do not get shipped in other Dealer's territories.
- New Way Parts uses a Logistic Company; we try to use the carrier which gives us the best price and best delivery time. If you prefer a certain carrier please notify us and we will note it in our system.
- New Way Parts may choose to ship certain items UPS, in addition to the LTL shipment, so they do not get lost or damaged.

Split Shipments

New Way Parts – 217 Griffith Rd. – Carroll, IA – 51401

844.652.3395 www.newwaytrucks.com 712.652.3395



- It may be necessary to split shipments and have parts ship from the plant and the parts warehouse; this will be done sparingly and at the Parts Depts. discretion.

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