

## **Warmup Inc's Shipping Policy**

### **Order Processing:**

- Warmup will work to dispatch parcel shipments the same day but depending on shipping demands, it could ship the following day of purchase order given.
- *Expedited orders* will be given priority and all efforts will be made to dispatch such orders on the same day but Warmup can only guarantee that expedited orders will be delivered from the day of shipment not from the day that PO was received.
- For LTL and palletized shipments, Warmup will dispatch orders within 24-48 hours of order releases. Note that, at times, this may take longer depending on the size of the order and LTL availability.
- *Additional shipping charges* could be applied for:
  - Rerouting and/or recalled shipments.
  - Shipments returned to sender for any reason and not limited to insufficient address/undeliverable/name or apartment/house/suite number will occur another shipping charge prior to dispatching again.

### **Shipping Methods:**

- Warmup's default shipping method is UPS Ground. For larger shipments, dispatch will be by an LTL carrier. It is at Warmup's discretion upon dispatch to determine.
  - Note: If a lift gate is requested extra charges may be applied.
- Upon request Warmup can ship using a third-party account.
  - Note: A third-party shipping charge may apply.

### **Tracking Information and Delivery Times:**

- Warmup will provide tracking/pro numbers once available (usually 24hrs) after dispatch via email.
- Warmup is not responsible and will not provide compensation for missing packages after delivery or for any delays due to unforeseen circumstances such as weather conditions or customs issues.

### **Lost, Damaged, or Missing Items:**

- Warmup is not responsible for packages lost, stolen, or misplaced after delivery.
- Any shipment arriving damaged must be reported to Warmup on the same day of receipt. Photos of the shipments as they arrive untouched and before opened are required as well as photos of the damaged product. For LTL shipments, the same applies and a copy of the delivery ticket stating "DAMAGED UPON ARRIVAL" is required.
- Missing item(s) MUST be reported to Warmup within *7 days of receipt*. Allow up to two business days for investigation. If found to be the fault of Warmup, we will ship the missing item(s) via UPS ground or best way with no additional cost.

## Canceled Orders:

- Warmup will make every effort to cancel dispatch upon request. If such is not possible, Warmup will issue a return authorization. Warmup is not responsible for the shipping cost of the returned merchandise and the original shipping cost is non-refundable.

## Shipping Costs:

| Category                    | Fee                             | Explanation                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SMALL SHIPMENT              | \$20 flat fee                   | \$20 flat fee for any product labeled accessories (indoor or outdoor) or Indoor Thermostats sent by itself with no electric heating wire product. Cut off is one parcel of 9x9x9.                                                                                                                                                                                                                  |
| REGULAR SHIPMENT            | \$40 flat fee                   | \$40 flat fee for any order that contains a combination of controllers, accessories, and heating wire(s) with the exception of any product labeled OVERSIZED/HEAVY.                                                                                                                                                                                                                                |
| OVERSIZED / HEAVY SHIPMENTS | \$40 flat fee and \$25 flat fee | \$40 flat fee for the first OVERSIZED/HEAVY item plus \$25 for each additional OVERSIZED/HEAVY item. See below for additional information on each OVERSIZED/HEAVY product type.                                                                                                                                                                                                                    |
|                             | Membranes & Insulation Boards   | \$40 flat fee for the first box/roll of membrane/insulation board plus \$25 for the next additional box/roll of membrane/insulation board. Other items on the same order are subject to the shipping policy that best applies to them.                                                                                                                                                             |
|                             | Towel Warmer                    | \$40 flat fee for the first OVERSIZED/HEAVY ladder style towel warmer plus \$25 for the next additional towel warmer. (Excludes single bars). Other items on the same order are subject to the shipping policy that best applies to them.                                                                                                                                                          |
|                             | WSM & WSMM                      | \$40 flat fee that includes one controller, accessories, and one cable/mat OR up two heating cables/mats of any combination from the following skus: WSM-240/1000, 2000, 2500 and WSMM-240/500, 1000, 1500, 2000, 2500. Any additional OVERSIZED/HEAVY items will add an additional \$25 fee per item. Other items on the same order are subject to the shipping policy that best applies to them. |
|                             | Self Regulating Cables          | \$40 flat fee that includes one controller, accessories, and one spool of OVERSIZED/HEAVY self regulating cable. Any additional OVERSIZED/HEAVY spools will add an additional \$25 per item. Other items on the same order are subject to the shipping policy that best applies to them.                                                                                                           |

- You can find the list of SKUs per Shipping Category [here](#).

## Note:

- This shipping policy is subject to change. Please review the policy periodically for any updates.
- If you have any questions about our shipping policy, please contact us at [us@warmup.com](mailto:us@warmup.com) or [ca@warmup.com](mailto:ca@warmup.com).



The world's **best-selling** electric floor heating brand™