



**ACTIVE
VENTILATION
PRODUCTS INC.**

**Manufacturers of
GREEN
Products**



845-565-7770 • Fax: 845-562-8963 • www.roofvents.com • roofvent@aol.com

Shipping Policy for the Continental US

At Active Ventilation Products (AVP) we know that the most important step after purchasing is receiving the product in a timely manner. Below are general points of information that explain the process in how orders are shipped. All questions that are not covered should be directed to our office at 845-565-7770.

Shipping Methods:

For low quantity orders and/or consist of smaller sized vents (typically 18" in diameter or smaller) are shipped by UPS. High quantities and/or larger vents (typically 20" in diameter or larger) ship by truck (see list below). Low quantities usually ship within 48 hours while high quantities ship within 5 business days. AVP ships Monday through Friday. Orders placed on Saturday or Sunday or on legal holidays will be processed the next available business day.

Shipping Locations:

AVP will ship to residential, commercial and construction site locations throughout the continental US. Orders shipped to APO, FPO and PO Boxes are automatically sent via US Post Office.

Drop Shipments:

AVP will drop ship orders to facilitate the reduction of handling and delivery time.

Shipping to a Construction Site Address:

Please let us know that you want your order to go to a construction site when placing your order. This important information must be reported to the freight company by us. Freight companies charge extra for delivery to construction sites and this charge will be passed on to the customer.

Shipping Charges:

Shipping charges are based on the weight, size, and distance the freight must travel. There are additional charges for next day, second day and three day delivery times. These charges are processed at the time the order is shipped.

Prior Delivery Notification:

Notification of 24 hours in advance of delivery is available for an additional fee.

Correct Address:

When placing an order, please make sure your shipping address is correct. UPS and freight carriers charge us fees to correct incorrect shipping addresses. If the address we are given by the customer is proven to be incorrect then we are required to pass that additional charge to the customer.

Orders Damaged in Shipping:

Upon receiving your order please inspect the shipment immediately. If there is any damage to the product and or box, you should refuse the order and tell the carrier that "you are refusing delivery because the package is damaged". Also, please contact AVP immediately so that a claim can be submitted and a replacement order can be expedited. If there is partial damage (one of several boxes), accept the shipment and make note of the damage on the carrier's Delivery Receipt. Please fax the Delivery Receipt to AVP immediately at 845-562-8963. If you are not present at the time of delivery and cannot refuse or make note on the Delivery Receipt, then please call AVP immediately at 845-565-7770 to make arrangements to return the damaged order. All damage notifications must be received within 3 business days of receipt of shipment

Damage Claim Submission Procedure:

A damage claim consists of a letter describing the damage to the packaging and the product. If shipped by UPS we need the tracking number off of the label. If shipped by common carrier we need a copy of the delivery receipt. Also, please take digital pictures of both the packaging and products and E-mail them to Roofvents@aol.com. Packaging (box and packing materials such as bubble wrap) must be retained (kept) for 7 business days in the event UPS or the carrier wishes to inspect the damaged packaging. All damage submissions must be received within 5 business days of receipt of shipment.

Carriers:

AVP strives to provide economical, safe and timely delivery of our products. The following freight carriers have Tariffs with AVP:

A Duie Pyle
ABF Freight
Central Transport
Con-Way Freight
Daylight Transport
Estes Express Lines
FedEx Freight
FedEx National LTL
JP Express
Land Air Express

New Century Transportation
New England Motor Freight
New Penn Motor Express
Old Dominion Freight Lines
Pace Motor Lines
R+L Carriers
UPS Freight
USF Red Star
Ward Trucking
YRC