



Parts Bulletin

Parts Bulletin No.: 06-4

Date: April 12, 2006 (Revised March 18, 2010)

Parts Involved: All

Subject: Expedite Fee / Restock Fee / Minimum Order Fee

- 1) As of **May 1, 2006**, Shuttlelift has implemented a **replacement part expediting fee**. This fee will be applied to the two different scenarios as listed below:
 - a) Shuttlelift will now utilize a cut off time each day for shipments. This time will be 1:00 p.m. Central Time. Any in stock replacement parts order required to ship same day between 1:00 p.m. Central Time and 3:30 p.m. Central Time will incur an expediting fee. The breakdown of this fee is as follows:
 - Any order valued from \$50.00 to \$2,000.00 will be charged an extra \$100.00 expediting fee.
 - Any order valued from \$2,000.00 and higher will be charged an extra 7% expediting fee.
 - Any part that can be drop shipped direct from our vendor after the cut off time will be charged the same fee as described above plus all vendor expediting fees if applicable.
 - b) Non stocking items, not currently on hand, requiring an expedited lead time will incur an expediting fee following the above calculations plus all incurred vendor fees if applicable.

*** **Expediting fee does not apply to parts required for units in warranty** ***

*** Dealers: Expedite percentage will be calculated off of dealer net parts price ***

*** Non-Dealers: Expedite percentage calculated off of list price ***

*** All in stock "Ground" orders should ship within 48 hours ***

*** All in stock "Airfreight" orders placed before 1:00 p.m. Central Time should ship same day ***

*** Any and all incurred expediting fees will be non refundable ***

Shuttlelift will not be held responsible for consequential damage caused by late or damaged delivery of shipments.

Shuttlelift is not responsible for late shipments due to weather or acts not controllable by Shuttlelift

- 2) **Restock fees** on items returned to the factory will be increased from 15% to 25%.
- 3) **Our minimum order charge will increase from \$25.00 to \$50.00.**

Shuttlelift will continue to provide excellent service to our customers. These new changes will allow us to increase our customer service by devoting more attention to matters of our business that in turn will offer outstanding aftermarket service and support to the customers of Shuttlelift while remaining the industry leader.

Matt Lambie
Director of Materials & Parts