

# SHIPPING & DELIVERY POLICY

*Effective: January 19, 2026*

This Shipping & Delivery Policy establishes clear and transparent terms governing the shipment, delivery, and pickup of printed cans and related materials between Customer and Hart Print.

The purpose of this Policy is to ensure fairness, operational efficiency, and cost accountability throughout the shipping process, while minimizing disputes and unplanned costs imposed by third-party carriers.

This Policy forms part of the standard commercial terms governing all transactions between Hart Print and Customer, effective as of the date of execution of the primary agreement or order confirmation.

## **I. Shipping Engagement and Responsibilities**

- Hart Print coordinates shipping and delivery as a convenience to Customer. The accuracy of shipping information, delivery instructions, and readiness for pickup remains the Customer's sole responsibility.
- Customer must provide complete delivery instructions (including any access restrictions, tailgate requirements, and appointment needs, etc. ) at the time of order placement.
- Deliveries are made strictly to the address indicated in the Hart Print portal. Changes to delivery destination (including third-party co-packers) must be communicated at least seventy-two (72) hours in advance via the "Contact Us" section within the Customer's account portal .
- Delays or extra charges resulting from incomplete or inaccurate information provided by the Customer, or from delivery instructions communicated less than seventy-two (72) hours in advance, shall be the liability of the Customer, not Hart Print.

## **II. Self Pick-Up Policy**

- Appointments must be booked in advance through Hart Print's designated scheduling system using the link provided via email ("Calendly").
- A handling fee of five dollars (\$5) per pallet, up to a maximum of fifty dollars (\$50) per truckload, will be charged for all self-pickup orders. Such handling fees may be invoiced or credited separately if order delivery instructions are modified subsequent to the original order invoicing deadline, resulting in a change from pickup to delivery or vice versa.
- Failure to attend three (3) confirmed appointments will result in permanent revocation of self-pickup privileges.
- Customers with revoked privileges must thereafter ship exclusively through Hart Print's coordinated carrier services.

- Hart Print assumes no liability once a self-picked-up order leaves its facility.

### III. Shipping Charges and Accessorial Fees

- Hart Print reserves the right to invoice additional shipping-related charges following delivery. Such charges may include, but are not limited to:
  - Tailgate or liftgate service
  - Waiting time exceeding thirty (30) minutes at delivery or pickup
  - Limited access or restricted delivery fees (e.g. residential delivery, gated facilities, restricted locations)
  - Re-delivery or rescheduling charges (e.g. consignee not available or delivery refused)
  - Refused or missed appointments
  - Unexpected accessorial fees, special equipment usage or last-minute carrier requests at time of delivery
  - Market-driven fuel surcharges
  - Changes to an order or delivery details (including volume, location, truck type, or timing) that result in higher transportation costs than initially quoted
- These fees are charged to Hart Print by our transportation partners and may therefore be passed through to the Customer once delivery is complete.
- Customer will receive official notification detailing these charges along with specific instructions (see [Appendix A](#) for an example).

### IV. Variable Pricing and Market Adjustments

- Shipping rates are subject to adjustment based on external market conditions including, but not limited to, fluctuations in carrier availability, diesel costs, or regional access restrictions.
- Hart Print endeavors to provide accurate upfront price quotations and minimize additional charges; however, real-time delivery conditions may lead to carrier-imposed costs that are invoiced on the final carrier invoice.
- In such cases, Hart Print shall honor the price quoted at the time the order was placed. However, we reserve the right to adjust subsequent price quotations based on prevailing market rates and fluctuations.

### V. Billing, Payment, and Delinquency

- Shipping and any additional handling or transportation charges ("Shipping & Delivery Fees") are invoiced in accordance with Hart Print's [Payment Terms Policy](#), unless superseded by an authorized written amendment signed by both parties.
- Failure to pay invoices for Shipping & Delivery Fees (either as part of an existing order or as a separate charge) by the specified due date will result in the Customer's account being categorized as Past Due.
- Written notices will be issued for up to forty-five (45) calendar days following delinquency.
- Continued non-payment shall trigger remedial actions as defined in the [Payment Terms Policy](#),

including suspension of production or shipment/delivery privileges.

## **VI. Dispute Resolution Procedure**

- Customers disputing a shipping or delivery-related invoice must provide written notice and supporting documentation within ten (10) business days of invoice issuance, using the Contact Us feature on the Customer Portal.
- Hart Print shall review the claim and issue a determination within ten (10) business days.
- All determinations made in consultation with the applicable carrier shall be final.

## **VII. Cross-Border Shipping**

- Hart Print does not provide customs brokerage services. Customer is fully responsible for:
  - Selection of customs broker
  - Completion and submission of required customs documentation
  - Payment of duties, taxes, and related fees
- Hart Print may furnish certificates of origin or packing lists upon request but shall not engage in customs clearance activities.
- Delays or costs arising from incomplete documentation remain solely the responsibility of the Customer.

## **VIII. Notice of Policy Enforcement**

- Hart Print reserves the right to amend, update, or enforce this Policy with ten (10) calendar days' written notice to Customer.
- By continuing to place orders after such notice, Customer acknowledges acceptance of the revised terms.

## **IX. Limitation of Liability**

- Hart Print's aggregate liability for shipping or delivery-related claims shall not exceed the invoiced value of the affected shipment. Under no circumstance shall Hart Print be liable for indirect, incidental, or consequential losses, including lost profits or production delays.

## Appendix A

### Subject: Additional Shipping & Delivery Charges – [Order # / Invoice #]

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Dear [Customer Name],

We hope you're doing well.

As part of our commitment to providing transparent and reliable service, we're reaching out regarding your recent order **[Order # / Reference]**.

Please find attached an invoice for **[\$##,###.##]** reflecting **additional carrier-related costs** incurred during delivery.

These charges were issued by our transportation partner after the shipment was completed and fall under the provisions of our **Hart Print Shipping & Delivery Policy (Effective November 12, 2025)**.

Such costs may arise in situations including (but not limited to):

- Waiting time beyond 30 minutes at delivery
- Limited access fees (e.g. residential delivery, gated facilities, restricted locations)
- Re-delivery or rescheduling (e.g. consignee not available or delivery refused)
- Changes to delivery instructions or truck requirements subsequent to order confirmation
- Unexpected accessorial fees, special equipment usage or last-minute carrier requests at time of delivery
- Carrier-imposed fuel or market surcharges

These adjustments are passed through directly from our carrier partners and are therefore invoiced separately to you once final charges were received.

If you would like to review the carrier documentation or supporting details, our team will be happy to share them.

Should you wish to dispute any portion of the invoice, please submit your request in writing — along with supporting documentation — using the Contact Us feature on your account Portal within ten (10) business days of receipt.

We sincerely appreciate your understanding and collaboration.

Thank you for your continued partnership with Hart Print.

Warm regards,