

Shipping Information

Products shipped via the Encore freight program are for normal delivery only and do not include expedited shipping, inside delivery, lift gates, installation, unpacking or the removal of cartoning materials. Any request for carrier “pre-delivery” notification should be noted on the original purchase order. Encore reserves the right to ship via the most appropriate carrier and/or routing on all shipments. If the customer specifies a carrier, other than a pre-approved carrier, freight will ship collect or 3rd party bill at the customer’s expense via the designated carrier. Any additional costs related to post shipment issues such as reconsignment charges, storage charges, etc., will be the responsibility of the customer.

Freight Program

All products are shipped F.O.B. La Palma freight prepaid and allowed.

The freight program guarantees the product will be delivered freight prepaid to the designated consignee based on a minimum shipment value of \$4,000 NET. If the value of the shipment does not meet the minimum requirement, a freight surcharge per shipment will be assessed based on the destination territory as listed below.

Please contact client services for minimum shipment values and corresponding surcharges on Canadian shipments. Shipments outside the contiguous U.S. and Canada are shipped to the point of embarkation free of charge as long as the shipment meets the minimum requirement; otherwise, the freight surcharge applies. All subsequent freight charges beyond the point of embarkation will be at the customer’s expense, shipped collect.

Customers in CA, AZ and Las Vegas, NV shipping outside Territory 1 must contact client services for applicable charges.

This freight program does not apply to “Will Call” orders.

For shipment of textiles or component parts, actual freight charges will apply and be added to the invoice.

Due to the fluctuations of fuel prices, Encore reserves the right to impose fuel surcharges to invoices for any shipments.

Destination	Freight Surcharge
Territory 1	\$125 NET
Territory 2	\$160 NET
Territory 3	\$215 NET
Territory 4	\$260 NET



*Hawaii included in Territory 1.
 *Alaska included in Territory 2.
 *Puerto Rico included in Territory 4.

Minimum Shipment Value - Exempt Products

The following products ship KD (knocked down) and are exempt from the minimum shipment value requirement.

Espo Series

Faction Swivel Models

Kamio Series

Memento Executive and Task Models

Nexxt Task and Stool Models

Notion Series

Whim Task Models

For all other products not included on this list, the standard freight surcharge will apply when the minimum shipment value is not met. Please note for mixed shipments (between KD and non-KD), the minimum shipment value will always apply.