

Free Freight Policy

Shipping Policy (Effective as of February 1, 2021)

Arrowhead will waive the base transportation charges and the freight recovery fee for ground orders that meet all of the following criteria:

Order value meets free freight threshold:

- Web orders - \$1,000
- B2B Connectivity orders - \$1,000
- Manual orders - \$2,500

Arrowhead Global's ground carrier of choice, FedEx Ground, is selected. Go to [Ship Via \(PDF\)](#) for eligible free freight carriers.

Free freight may not be available for shipments to Alaska and Hawaii.

Free freight may not apply to heavyweight (items weighing 125 lbs. or more) or oversize products and same day delivery service.

Additional accessorial fees may apply when shipping address is validated.

Free freight may apply if the product in the shipment does not require Special Handling (see Optional Delivery Services). When a multi-line order is placed and one of the items does not qualify for free freight (heavyweight, oversize or same day delivery or licensing), freight will be charged for that line item only. Freight will not be charged for all other line items providing the minimum order threshold is met and an eligible ground carrier is selected (see link above for eligible ground carriers).

Standard Handling Fee

Arrowhead orders will be charged a handling fee of \$7.00 for orders <\$500 and \$2.00 for orders >\$500 on all order sources (electronic or phone orders).

Other Freight Charges

Freight will not be charged for all other line items providing the minimum order threshold is met and an eligible ground carrier is selected. Arrowhead's Free Freight Policy does not include the following service/delivery charges that may be imposed by the carrier:

- Address correction fees
- Accessorial fees of any kind
- COD fees
- Delivery area surcharge
- Delivery detention fees
- Duty and tax fees
- Fuel surcharges
- Inside delivery fees
- Lift gate service fees
- Oversize or heavyweight handling fees
- Residential delivery fees
- Return/refusal fees
- Rural ZIP code fees
- Security fees
- Signature confirmation fees

Invoices for these charges will include the detail provided on the carriers' invoices to Arrowhead. The charges are pass-through fees and are not marked up by Arrowhead. The fuel surcharge is based on the average price of fuel as reported in national indexes. For the specific index used, please refer to the carriers' websites.

What is an Accessorial?

Limited Access Delivery includes construction sites, military facilities, courthouses, hospitals, and any other sites requiring inspection of driver or vehicle before permitting access to the site. Residential Delivery: Carrier transports freight directly to a residence or business either curbside or directly to the doorstep. A commercial business may be in a residential building or area, or mixed-use building without a loading dock. Inside Delivery: The driver will deliver shipment inside the threshold of the building, typically when there is no loading dock. This is not "room of choice". Liftgate Delivery: This involves a truck affixed with a piece of hydraulic equipment installed, enabling freight to be lowered from the truck's tailgate to the ground. This is needed for freight shipments when there is no loading dock.