

SHIPPING

General Shipping Information

All of our merchandise is sold FOB Factory shipping using a carrier of our choice. We ship merchandise to your place of business or home anywhere in the contiguous (48) United States. Additional charges may apply for shipments to Alaska, Hawaii, Puerto Rico, and other destinations outside of the 48 states and for non-standard delivery services. These items usually ship via UPS or FedEx, although Recycle Away reserves the right to ship using another carrier.

For oversized items above 75 lbs, products with an unusual shape or size, or customer orders with large total weights, we will ship via common carrier truck.

To expedite delivery of your products, please include a physical street address, as we are not able to ship to a P.O. box. For common carrier truck shipments, please be aware that the driver will bring the freight only to the back of the truck (known as tailgate delivery). You are responsible for offloading the merchandise delivered to you.

COI - Certificate of Insurance

Do you need a COI?

You need a COI if your building requires it.

If your building requires a COI, we will need a COI drawn up before we ship. Send an example to your sales rep at sales@recycleaway.com. Our team will make it happen with a carrier from there.

Returns/Damaged Shipments

All shipments are insured against damage in transit.

- If your shipment shows any sign of visual damage, it should be noted on the freight bill or receiving ticket and signed by the driver. If damage to the shipment is not visible until the carton is opened, please keep all of the packing materials and the original carton. In either case, please **notify Recycle Away within five days.**
- If your order is damaged in shipment, we will either issue credit for the product and the shipping costs, or ship a replacement product at no cost for the product and shipping.
- If you need to return the purchase for any other reason you must **contact us within five days.**

Please note that special orders are non-refundable. The customer must pay for the return shipping and a re-stocking fee of 25% for returned items. The items must be returned in their original cartons in new condition.

Special Shipping Services

For an additional charge, you may request special or expedited delivery services, such as **airfreight, over-night, or second-day delivery.** The common carrier truck companies also offer a variety of services like **inside delivery, lift-gate delivery, or notification prior to delivery.** Additional charges for these services may apply. If you need any other special services, contact our customer service representatives for assistance. In some cases, prepayment may be required.

Lift-gate delivery recommended for heavier or larger shipments, where no loading dock is available. The lift gate only lowers the merchandise to street level. You must then remove the shipment from the lift.

Call before delivery recommended when you need the common carrier truck company to contact you 24 to 48 hours prior to delivery.

International Shipping

At this time we are not able to ship to locations outside the United States or Canada.

We are happy to ship to the US location of your freight forwarder for overseas shipments.

For shipments to Canada, please contact us for a Quote.