



LAMONS SHIPPING POLICY

Effective Date: 03/03/2025

Last Updated: 02/20/2025

Domestic Customer Call-When-Ready (CWR) & Will Call Orders

1. Complete Customer Shipping Details Required

To ensure a smooth and timely shipping process, customer call-when-ready (CWR) or will-call orders must include complete customer shipping details at the time the order is placed. This includes the recipient's name, phone number, email, and shipping address. Without this information, we will be unable to process these orders.

2. Shipping Timeline & Default Carrier Selection

Lamons will continue to contact the customer when their order is ready to ship. If no shipping instructions are received after three business days (excluding holidays), Lamons reserves the right to ship all orders via the carrier of our choice. Shipping costs will be invoiced accordingly.

3. Extended Hold Fees & Customer Responsibility

If customers require Lamons to hold shipments beyond the scheduled timeframe, a flat fee of \$1,000 will apply unless an alternative arrangement has been agreed upon. Any delays caused by customer-specified carriers who do not schedule a pickup will be the customer's responsibility.

4. Conditions for Holding CWR Orders

Lamons will only hold CWR orders under the following circumstances:

- When pre-arranged with the customer.
- In cases of credit hold as advised by our finance AR team.
- Due to force majeure events, such as natural disasters, that directly impact the customer's site.

For any questions regarding this policy, please contact sales@lamons.com.