

Centrotherm Canadian Warehouse SOP

211-19265 Airport Way • Vancouver BC

Effective September 1st 2024

Service Area

- Centrotherm Canadian Warehouse services Alberta, British Columbia, and Saskatchewan.

Ordering & Returns

- Ordering follows standard Centrotherm ordering protocol by emailing orders@centrotherm.us.com.
- All InnoFlue items 2-6" ship in carton quantity only.
 - 2" - 6" components ordered in less than carton quantity will ship from Waterford NY and may result in a split shipment.
- All 8" & 10" InnoFlue components ship individually.
- Air Excellent components ship in carton quantity only (where applicable).
- All returns use our standard RMA SOP and must be shipped to Waterford NY. No returns to Vancouver warehouse.

Freight & Delivery

Customer Pickups

- Order must be picked up between 11 a.m. - 3 p.m. local time.
- Pickup requests will be held for 2 days - orders ship PPA on day 3.
- 10' pallet surcharge is waived on customer pickup
- Items in stock will ship with standard lead time. Non-stock or out-of-stock items will ship from Waterford NY.
- Freight terms are consistent with standard Centrotherm freight policy. Contact your local representative for latest Centrotherm freight terms.
- Orders that contain items that are not available (not stocked or out of stock) in Vancouver will be split-shipped from Waterford NY.

If Centrotherm splits a shipment between warehouses:

- FFA orders ship free even when split.
- Fixed Freight will be billed a single Fixed Freight fee.
- Prepaid & Add shipments will be billed per freight expenses incurred. This may result in multiple freight bills.
- No collect shipments.
- **Rush Shipments**
 - Orders must be placed by 11 a.m. local time to be eligible for same-day pickup. Allow a minimum of 2 hours between order placement and pickup. Orders cannot be picked up before 11 a.m. local time
 - **Please indicate RUSH ORDER on the PO and in the subject/body of the email.**
 - **Orders must be picked up between 11 a.m. and 3 p.m. local time.**
 - Same day rush orders are capacity dependent and availability is not guaranteed.
 - \$50 rush fee will be added to orders up to \$200.
 - Orders exceeding \$200 in value will receive a fee of 25% the total order value.
 - Rush orders follow standard freight terms and SOP.

Inventory - For a list of stocked components, contact Centrotherm.

Centrotherm will continually evaluate product mix and quantity, and adjust deliveries from Waterford NY to meet the demand. If there are specific components you would like stocked locally, please get in touch with your local representative or contact Centrotherm directly.