

Yellow Rack LLC Information

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Our Policy Regarding Your Personal Information

Yellow Rack LLC believes that maintaining the privacy of our customer's information is important. The information that you provide to Yellow Rack LLC will not be sold, traded, or shared, except to the extent required to complete an order through a third party. If you have any questions about our policies, please e-mail sales@yellowrack.com or call +1-281-993-9329.

Ordering and Shipment Information

- Complete shipping information is required for orders to be processed.
- Orders are confirmed via e-mail, fax or phone depending on how order was placed.
- Due to the manufacturing process, many orders may have a lead-time.
 - Most orders of 20 or less racks will ship inside one week
 - For orders of less than 100: lead time of up to 3 weeks
 - For orders of more than 100: 6-8 weeks

Shipping Information

Shipping Carriers

Yellow Rack LLC ships orders using various carriers. Carriers are selected based on region. Standard shipping applies to the 48 contiguous states. Additional charges apply for orders shipped to Hawaii, Alaska or international destinations and may also apply for special shipping needs and/or expedited orders. For international orders, please contact us at +1-281-851-6616 to place your order.

Shipping Address

When you provide a shipping address, please provide the valid physical address where the order will be delivered. Also, please include a phone number where you can be reached during the day if there is a delivery problem.

Estimate of Shipping Charges

All shipping prices are our best estimates. If the actual shipping charge is significantly greater than the estimated shipping cost, we will increase the shipping charge and contact you before processing your order. If you do not respond, we will not process the order. Prices may vary based on delivery conditions and fuel surcharges. In addition, we cannot guarantee that all carriers will adhere to their quoted delivery schedules.

Note: All orders are shipped via "Ground" delivery unless the order is for 10 or less racks.

Other Shipping Policies

We ship all orders "FOB Origin" as well as "prepay freight and add".

FOB Origin

"FOB Origin" means you bear the risk of loss on the merchandise while it is in transit. If there are any damage claims, you as the buyer file against the carrier and will receive compensation directly from the carrier. This is our policy because we are not onsite at the time of delivery to personally inspect and accept the shipment. We encourage you to inspect the shipment thoroughly prior to accepting it. Please see the Damages section for more details.

Prepay Freight and Add

“Prepay Freight and Add” means we pay the freight charges and add them to the invoice.

Damages

All claims for damages incurred during transit must be made when the product is delivered. It is your responsibility to check for damaged merchandise before the carrier driver leaves. In the case of a damaged shipment, mark all shipping documents as “damaged in transit” and include a description of the damage. Notify the carrier immediately and save the packaging until the claim has been resolved. A damage claim will be denied if the packaging is discarded and the damage is concealed. The carrier is not liable for transit damage unless notified within 48 hours from receipt of merchandise. Call us at +1-832-260-3648 for carrier contact numbers or if you would like assistance in talking with a freight company. Pictures may be required to process the damage claim. Final settlement of the claim is between you and the freight company.

Disclaimers

Additional shipping charges that are incurred at the time of delivery due to distance, delivery restrictions, delivery schedule, or other reasons, are the responsibility of the customer and will be invoiced separately. The Customer is aware of delivery requirements for racks. Delivery requirements include, but are not limited to, use of common freight dock, tractor-trailer access, freight elevator, delivery schedule, and appropriate delivery access.

We make every attempt to ensure that the information provided on our website is accurate. We are not liable for typographical errors on the website. If you find an error, please report it to <mailto:lisa@yellowrack.com> for immediate correction.

Return & Cancellation Policy

At Yellow Rack LLC we want to ensure that you are happy with your order. If at any time you have questions regarding your racks, please call us at +1-281-993-9329.

Returns

All returns must be completed within 30 days of original shipping date. All items must be new, unused and in the original box and packaging. Customer is responsible for insuring all packages returned. Items that are not re-sellable will be returned to customer with no refund. Customer is responsible for any insurance claims. If the product qualifies to be returned, please complete the Return Authorization Form and be aware that a minimum restocking fee of 25% will apply.

Cancellations

Cancellation must occur before the product is delivered. Shipping charges will not be refunded for cancellations that occur after the order has shipped, and a refund (less the restocking fee) will only be issued after the order has been received back at the warehouse.

Sales Tax Information

Yellow Rack LLC is based out of Texas and must charge sales tax. Texas residents are liable for the sales tax of the city in which they reside. The minimum tax rate charged in Texas is 7.75% (state tax) and other taxes may be applicable. In some instances, it may be necessary for appropriate taxes to be added after your order is placed. If this is the case, you will be contacted before the order is processed. We will not be able to process the order until we contact you, so please be sure to provide your correct phone number and email address.

Purchasing Information

Credit Cards - Online

Using a credit card is the fastest and most convenient method of purchasing products from Yellow Rack LLC. We accept American Express, Visa and MasterCard. Please make sure that the billing address you use is the one that appears on your credit card statement. Note: If the billing address is incorrect, the sale will not go through and your bank may place a hold against your account for the total amount of the

intended order. We use fraud protection to keep your transactions safe so it is important we receive the correct billing address.

Credit Cards - Over The Phone

If you feel more comfortable purchasing over the phone, give us a call at +1-281-851-6616 and we will process your order based on our standard order processing policies and procedures. Before you call us, please be sure to have the following information available:

- Number of racks to be ordered and preferred shipping method
- Credit card you will use to pay for the order, including the card number, expiration date, authorization code, and the name that appears on the card
- Billing address as it appears on your credit card statement. Note: If the billing address is incorrect, the sale will not go through and your bank may place a hold against your account for the total amount of the intended order. We use fraud protection to keep your transactions safe so it is important we receive the correct billing address.
- Shipping address if it is different from the billing address
- Valid email address so we may send you an order confirmation
- Phone number so we may contact you, if needed
- The name of the salesperson who assisted you, if applicable
- If you are an OOIDA member and have acquired a coupon code, you will need the coupon code and your member number when you call us.

Credit Card Security

When you buy through Yellow Rack LLC, you know that your order is secure. We use industry-standard SSL encryption.

Purchase Orders

We also accept Purchase Orders. Credit applications must accompany your first purchase order so that we may check references prior to approval of the purchase order by Yellow Rack. The initial PO must be for at least 10 racks before terms can be established. Email us your Purchase Order at customerservice@yellowrack.com, along with the credit application, and we will process your order (with approved credit). Please note that it may take up to 72 hours to process a credit application. Shipping charges must be defined on the purchase order for it to be processed. Please specify "Prepay and Add" and we will add the appropriate charge to your purchase order. For items that can ship via common carrier (UPS, Fed Ex, DHL), you can supply your account number and we will charge shipping to your account. To receive the Adobe Acrobat PDF version of the Credit Application please [click here](#) or send an email to sales@yellowrack.com or call +1-281-993-9329.