



Seal & Shelter Shipment Delay Policy

9/1/2022

At Nova Technology we pride ourselves on making the best dock seals and shelters in the industry. Our customers have noticed too, as orders have grown sharply. To accommodate this, we have added people, equipment, and more space to fuel and handle the growth.

The marketplace has thrown new challenges our way, however, with some distributors being put into a situation by *their* customers where they need to delay shipment of seal and shelter orders from Nova. We are doing everything we can to accommodate these changes but at the same time this disruption is making it difficult to serve all our customers.

POLICY

When you submit a seal/shelter order, Nova will provide an expected ship date, or if you have a target date we will do what we can to accommodate it. When you place an order and it is acknowledged by Nova, that establishes the target ship date.

If you need to push that date out, you may do so with the following guidelines. In general, the production of a seal/shelter order begins well in advance of the ship date due to production processes leading up to final assembly and packaging for shipment. The larger the order, the further in advance the production process begins, and therefore the more advance notice we need from you for a shipment delay request. Pushing out a ship date BEFORE production of your order begins is not a problem, but doing so after production begins creates significant logistical challenges.

Distributors generally know well in advance of a construction delay that will affect the timing of when they need product delivered. A good rule of thumb is that the advance notice of a delay is at least as many weeks in advance as the delay itself.

Number of seals/shelters on your order:	Advance notice needed by Nova to delay shipment of your order:
Up to 30 units	3 weeks
31 – 60 units	4 weeks
61 – 90 units	5 weeks
91 – 120 units	6 weeks
121 – 200 units	7 weeks
Greater than 200 units	8 weeks

If you notify Nova of a delay AFTER this cut-off date and prior to the ship date, we will have to ship your order as originally scheduled. If you decline to take delivery at that time, Nova will agree to hold shipment of your order for up to 5 business days, after which we will assess a storage fee of \$5.00 per day per seal/shelter unit until your order is shipped. We prefer to not have to do this but the storage and additional handling costs are significant, and we need to work together to solve the problems caused by delays.