

## // DOCUMENTATION / LOGISTICS

# Shipping and Freight Policy

How Bet Power equipment moves from the factory floor to your pad. Who books the truck, who unloads it, what it costs when a site is not ready, and what to do if something shows up damaged.

## // AT A GLANCE

|                     |                                                                                      |
|---------------------|--------------------------------------------------------------------------------------|
| Freight terms       | FOB Origin, freight prepaid and added, unless your quote says otherwise.             |
| Who books the truck | Bet Power logistics, on every order quoted with freight.                             |
| Delivery notice     | The carrier calls your site contact 24 to 48 hours before arrival.                   |
| Unloading           | By the customer, with a crane or forklift rated for the shipping weight.             |
| Free unload time    | 2 hours per truck. Detention after that bills at carrier cost.                       |
| Visible damage      | Written on the delivery receipt before signing. Photos to logistics within 24 hours. |
| Concealed damage    | Reported within 5 business days of delivery.                                         |
| Logistics desk      | logistics@bet-power.com                                                              |

## 01 Scope

This policy covers every shipment of Bet Power equipment: padmount, substation, and dry type transformers, MV switchgear, UL891 switchboards, UL67 panelboards, and complete substation packages.

Where this policy and your quote or the Bet Power Terms and Conditions disagree, the quote and the Terms and Conditions control.

## 02 Freight terms

- **Standard terms are FOB Origin, freight prepaid and added.** Bet Power books the carrier and pays the freight bill. Freight shows as its own line on your quote and invoice.
- Title and risk of loss pass to the buyer when the carrier picks up the equipment. Bet Power still manages the carrier, and any freight claim, on every shipment we book. See Section 08.
- A fixed freight line holds for the validity of the quote. Freight marked as an estimate bills at actual cost at the time of shipment.
- **Customer-arranged freight** (collect or third party) needs written notice before release to ship. Your carrier picks up within 5 business days of the ready-to-ship notice. You own the carrier relationship and any claim.

### 03 Ship dates and lead times

- Lead times run from approved drawings and a complete purchase order. Ship dates are targets unless Bet Power commits to a date in writing.
- Your project manager sends weekly production updates, then a ready-to-ship notice with the pickup date.
- Partial shipments: finished line items may ship ahead of the rest of the order. Each shipment invoices when it ships.
- Expedited freight is available at cost: team drivers, dedicated trucks, and air freight for parts.

### 04 How equipment ships

| PRODUCT                         | TYPICAL MODE                              | SHIPS AS                                                                                                                           |
|---------------------------------|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| Padmount transformers           | Flatbed or step deck. LTL on small units. | Oil filled, upright, secured to a skid or pallet.                                                                                  |
| MV substation transformers      | Flatbed or step deck.                     | Oil filled. Radiators and accessories may ship detached on larger units.                                                           |
| HV substation transformers      | Heavy haul, permitted load.               | May ship without oil under dry air or nitrogen. Bushings, radiators, and conservator crated separately. Impact recorder installed. |
| MV and LV dry type transformers | Dry van or tarped flatbed.                | Wrapped. Must stay dry from pickup to energization.                                                                                |
| MV switchgear                   | Air-ride van or tarped flatbed.           | Upright, in shipping splits. Breakers may ship on separate pallets.                                                                |
| UL891 switchboards              | Dry van or tarped flatbed.                | Upright, in shipping splits.                                                                                                       |
| UL67 panelboards                | LTL or dry van.                           | Palletized. Liftgate on request.                                                                                                   |

Shipping weights and dimensions are on your approved drawings. Use them to size the crane, the rigging, and the route into your site.

### 05 Delivery scheduling and site requirements

- Send logistics the delivery address, site contact name and mobile number, receiving hours, and any site restrictions at least 5 business days before the ship date.
- The carrier calls the site contact 24 to 48 hours before arrival. Appointments are delivery windows, not exact times.
- The site must take a 53 ft trailer, or the heavy haul configuration on your load: firm, level ground, room to turn, and clear overhead lines.

- **Standard delivery is to the side of the truck.** The carrier does not unload, set, or place equipment.
- Liftgate, limited access, inside delivery, and timed appointments are accessorials and bill at cost.

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## 06 Unloading

- The customer provides the crane or forklift, the rigging, and the crew. Lift weights are on the drawings and the nameplate.
- Lift only from the marked lifting points. The Bet Power Receiving Checklist and the product manual cover the details.
- Damage during or after unloading is not freight damage and is not covered by warranty.
- Book the crane after the carrier confirms the delivery appointment, not before. Bet Power does not pay crane or crew standby on a late truck.

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## 07 Detention, redelivery, and storage

- Each truck gets 2 hours of free unload time. After that, detention bills at carrier cost.
- If the truck is turned away, the site is not ready, or nobody is there to receive, then redelivery, layover, and storage bill at cost.
- Address changes after dispatch carry a reconsignment charge at cost.
- If you cannot take delivery within 14 days of the ready-to-ship notice, Bet Power may invoice the equipment and move it to storage. Storage and handling bill at cost, and risk of loss passes when the equipment goes into storage.

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## 08 Inspection, damage, and shortages

The delivery receipt is the single most important document in a freight claim. What is written on it at delivery decides what can be recovered.

- Inspect the equipment on the truck, before unloading and before signing.
- Write any damage or shortage on the delivery receipt in specifics: what, where, how many. "Subject to inspection" does not protect a claim.
- Take photos on the trailer: all four sides, the nameplate, and every damaged area.
- **Do not refuse the shipment unless Bet Power logistics tells you to.** Refused freight goes back to a terminal, picks up storage charges, and often more damage.
- Email [logistics@bet-power.com](mailto:logistics@bet-power.com) within 24 hours with the signed receipt, photos, serial number, and a short description.
- Concealed damage: report within 5 business days of delivery. Leave the equipment and all packaging where they are until logistics clears you to move them.
- Bet Power files and manages the carrier claim on every shipment we book, and works the repair or replacement in parallel. A receipt signed clean, with no notation, limits what can be recovered.

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## 09 Oversize and permitted loads

Large transformers and substation packages can need state permits, escorts, and route surveys. Permitted loads move on permit rules: daylight travel only, restricted weekend and holiday movement in some states, and weather holds. Permit and escort costs are in your freight line unless the quote says otherwise. Delivery dates on permitted loads can shift, and logistics updates you the day a permit or route changes.

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## 10 Shipments outside the lower 48

Alaska, Hawaii, Canada, Mexico, and export shipments are quoted per shipment. Unless the quote says otherwise, the buyer is the importer of record and pays duties, taxes, and customs brokerage. Export packing bills at cost.

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## 11 Delays outside our control

Weather, road closures, carrier equipment failures, port congestion, permit delays, and government action can move a delivery date. Bet Power tells you the day we know. Bet Power is not liable for costs that follow from a carrier delay, including crane, crew, or outage standby.

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## 12 Contact

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|-----------|---------------------------------------------------------------------------------------------|
| Logistics | logistics@bet-power.com. Shipment status, delivery scheduling, damage and shortage reports. |
| Orders    | orders@bet-power.com. Purchase orders, order changes, ship-to updates before dispatch.      |