



4037 Roger B. Chaffee Blvd. SE
Grand Rapids, MI 49548-3482

Phone: 616-531-6860
Toll Free: 800-748-0568

2026 Delivery, Damage, & Service Policies

PDI Truck Freight:

- **Effective June 1, 2026, Drop Charge is \$95.00**, no minimum.
- Lift gate is provided as well as call before when requested at no extra charge.

PDI drivers provide curb side delivery, not hauling into store/warehouse.

If a driver is required to give additional unloading assistance, a 5% service fee may be applied to your invoice at the time of billing.

Freight Damage Policy:

- All product must be inspected for damage at the time of delivery and noted on pick ticket.

Visible & Concealed Damage:

- If product is visibly damaged – **Dealer is advised to refuse the product.**
- If you accept product that might have damage, always note any suspected damages on the Potter pick ticket as well as take photographs of the cartons.
- Photos taken should be of all 4 sides of box.
- Photo of model/serial tag and all unit damage.
- Serial number on product box must match serial number on product.
- Photos must be forwarded to Potter Distributing via email to: orders@potterdistributing.com.
- Damages must be reported within 14 days of invoice.

Return Policy:

- 10-15% Restock fee will apply on all unopened/good stock merchandise returns.
- 35-40% Restock fee may apply to any courtesy return ex. product has been opened, special order product returns etc.
- Freight may apply on any return back to MFG or if LTL applies.

Service Returns:

- Will be handled in the field with PDI Territory Manager, Dealer must follow MFG guidelines – PDI will assist to our best ability.

Manufacturer Field Scrap:

- Dealer will be responsible for following MFG procedure.

Updated 05/12/26