

## RATZ Surcharge FAQs

**Revised Domestic Shipping Policy** - Free Shipping as noted on the BendPak and Ranger Dealer Price Sheets implies delivery to direct ship locations. Rural shipping points will be charged a 5%-RATZ surcharge.

***What is RATZ?***

RATZ stands for Rural Area Transportation Zone and is based on complex criteria including population density, transportation lane accessibility, the size of cities and towns and their functional accessibility to major highways and shipping lanes. Transportation and shipping to these remote and rural locations are usually non-direct shipping points with higher associated delivery costs.

***Will farthest traveled shipping destinations be more subject to RATZ surcharges?***

No. RATZ does not apply to shipping distances, but rather how remote an area.

***What product lines does RATZ apply to?***

RATZ applies to all BendPak and Ranger products including options and service parts.

***Where do I get a list of the national RATZ zones?***

Soon, a spreadsheet will be made available within the Dealer Log-In area of the new BendPak web site for you to download. You will also be able to click the RATZ link in the footer section of any BendPak or Ranger web page and type in the zip code to see if it is within a Rural Area Transportation Zone.

***Will there be a RATZ surcharge for every shipment?***

No. BendPak will only add a 5%-RATZ surcharge on very remote shipping destinations.

***What percentage of my customers will now be affected?***

Generally, ZIP codes within a RATZ Surcharge area are very rural and make up a small percentage of the US territory.

***What about Hawaii and Alaska shipment?***

A 5%-RATZ surcharge will be charged only if listed as a RATZ zone and will be added to the standard Hawaii & Alaska shipping surcharges.

***When does the RATZ policy go into effect?***

The Revised Domestic Shipping Policy goes into effect 3/17/08.

***Will I still be able to advertise "FREE SHIPPING" on BendPak and Ranger Products?***

Yes. For items marked as shipping "FREE" on the Dealer Price Schedule, we encourage you to advertise them as FREE SHIPPING on your marketing materials, but with an asterisk. Suggested wording as follows - \*FREE SHIPPING to direct points within 48-contiguous states.