

DOW DASH DELIVERY SERVICE

Terms & Conditions

DOW DASH Delivery Service is a personalized, white glove truck delivery service operated by DOW with DOW employees on DOW's own delivery trucks. We will delivery your entire order:

- **Published Flat Fee per Order.**
- **NO** other delivery fees:
 - **NO** residential delivery fees
 - **NO** lift gate fees
 - **NO** other accessorial charges
- All products you order are included. If your ordered product fits on our truck, we will deliver it.
- You will have much more flexibility in setting your delivery location to beyond your business location, including delivery to your job sites, a designated storage unit, and other locations that are on our delivery route.
- DOW Delivery Drivers will text you when we are on the way to your delivery location and provide you a GPS determined ETA.
- Our white glove service gives you more confidence that your products will be delivered on time and handled with much more care than traditional shipping services.
- We operate our **DOW DASH Delivery Service** during our normal Monday – Friday business days and hours.
- We have Limited Delivery Service areas currently. Contact your DOW Account Manager for more information, especially if you are interested in having DOW establish a **DOW DASH Delivery Service** in your area.

Other Terms & Conditions:

- There is **no minimum purchase amount** for your order to qualify for any of the **DOW DASH Delivery Service**.
- Vendor territorial restrictions may apply to the items purchased, and our delivery service does not change or expand these territorial restrictions in any way.
- We will establish in our sole discretion the delivery route and delivery order for each business day we operate our delivery service.
- **DOW DASH Delivery Service** is an enhanced street level "Doorstep – Outside Delivery" service, meaning delivery of your order will be delivered at your doorstep, and we will assist you in getting your order into your delivery location if safe and to the best of our ability. Please keep in mind if your delivery address is in a multistory building, this delivery option may be limited to only delivery of your items as far as the street level front entrance of your building. Please plan accordingly.
- Our delivery services do not include unpacking, assembly, or setup of any kind.
- We will do our best to deliver your order by the communicated ETA. However, we do not guarantee delivery of your order within any estimated transit time or by any estimated delivery date, especially due to circumstances beyond our control.
- Your DOW Account should be in Good Standing to participate in our **DOW DASH Delivery Service** program, and we will consider your account standing in whether to provide you our delivery

service in our sole discretion. Generally, your DOW Account is in Good Standing if it: (1) remains current and not past due; (2) has not exceeded the assigned credit limit; and (3) remains in compliance with any other Agreements you have with DOW.

- We reserve the right to modify or cancel the **DOW DASH Delivery Service** program at any time in our sole discretion, and we shall notify you of any such modifications or cancellation within a reasonable time.
- We reserve the right to exclude any items from any of the **DOW DASH Delivery Service** upon notice to you, especially if delivery of a specific product on our truck creates a safety issue for the DOW Delivery Driver.
- We reserve the right not to combine the benefits of the **DOW DASH Delivery Service** program with the benefits of any other DOW Program, Policy, or Services in our sole discretion and upon notice to you.