



NOVA Freight Policy

Effective Date: September 1, 2023

■ Free Freight Level	\$1,000.00
■ Minimum Order	\$50.00
■ Broken Case Fee	\$10.00
■ Inside Delivery Charge - On all orders, regardless of size	\$25.00
■ Lift Gate Charge - Waived on Free Freight Orders	\$25.00
■ Orders \$50.00 - \$999.99	Freight determined by actual UPS charges
■ Business Return	15% restocking fee + return shipping costs
■ Residential Return	15% restocking fee + freight costs incurred - Outgoing & return shipping
■ <u>UPS Ground Residential - Single Box (Residential Order ONLY)</u>	
- Parts Order*:	\$15.00
- Single Box:	\$25.00
- Oversize:	\$45.00
- Overweight:	\$70.00
■ <u>UPS Ground Non-Residential - Single Box</u>	
- Parts Order*:	\$10.00
- Single Box:	\$20.00
- Oversize:	\$40.00
- Overweight:	\$70.00

*For individual replacement parts only. For bulk or quantity parts orders, regular freight charges apply.

See attached list of oversized and overweight items.

Items with Oversize Charges

Item	Description	Item	Description
309	TRANSPORT CHAIR STL 19" HMRTN	4801RD	PHOENIX RISE UP ROLLATOR RED
7200	CRUTCH ALUM TALL	4802BL	DRAGON RISE UP ROLLATOR BLUE
7210	HEAVY DUTY CRUTCH STANDARD	4802PL	DRAGON RISE UP ROLLATOR PURPLE
7211	HEAVY DUTY CRUTCH TALL	4802RD	DRAGON RISE UP ROLLATOR RED
7300	CRUTCH ALUM QUICK ADJ TALL	5060S	WHEELCHAIR STL 16" FXFA SA FR
8800	SHOWER COMMODE W/WHEELS	5060SE	WHEELCHR STL 16" FXFA ELVT LR
8801	SHOWER COMMODE W/WHEELS	5080S	WHEELCHAIR STL 18" FXFA SA FR
9070	TRANSFER BENCH DELUXE	5080SE	WHEELCHR STL 18" FXFA ELVT LR
9073	TRANSFER BENCH COMMODE	5160S	WHEELCHAIR STL 16" DDA SA FR
319B	TRANSPT CHAIR 19"STEEL BLUE	5160SE	WHEELCHAIR STL 16" DDA ELVT LR
319BK	TRANSPT CHAIR 19" STEEL BLACK	5161S	WHEELCHAIR STL 16" DFA SA FR
319C	TRANSPT CHAIR 19" STEEL CHPGNE	5161SE	WHEELCHAIR STL 16"" DFA ELVT L
319R	TRANSPT CHAIR 19" STEEL RED	5165S	WHEELCHAIR 16" DDA SA FR
327B	TRANSPORT CHAIR 17" LTWT BLUE	5165SE	WHEELCHR CMLY 16" DDA ELVT LR
327R	TRANSPORT CHAIR 17" LTWT RED	5166S	WHEELCHAIR 16" W/ DFA & SA FR
329B	TRANSPORT CHAIR 19" LTWT BLUE	5180S	WHEELCHAIR STL 18" DDA SA FR
329BK	TRANSPORT CHAIR 19" LTWT BLACK	5181S	WHEELCHAIR STL 18" DFA SA FR
329CP	TRANSPRT CHAIR 19" LTWT CHPGNE	5181SE	WHEELCHAIR STL 18" DFA ELVT LR
329R	TRANSPORT CHAIR 19" LTWT RED	5185S	WHEELCHR 18" DDA SA FR
330B	TRNSPT CHR 20" LTWT W/HBKS BL	5185SE	WHEELCHR CMLY 18" DDA ELVT LR
330R	TRNSPT CHR 20" LTWT W/HBKS RED	5186S	WHEELCHAIR 18" W/ DFA & S/A FR
332B	TRNSPT CHR 22" HBKS FDA BLUE	5186SE	WHEELCHAIR 18" W/ DFA & ELRS
332R	TRNSPT CHR 22" HBKS FDA RED	5200S	WHEELCHAIR STL 20" DDA SA FR
349B	TRNSPT CHR 19" LTWT FDA BLUE	5201S	WHEELCHAIR STL 20" DFA SA FR
349R	TRNSPT CHR 19" LTWT FDA RED	5201SE	WHEELCHAIR STL 20" DFA ELVT LR
352B	TRNSPT CHR 19" HBKS FDA BLUE	5285S	WHEELCHR 20" DDA SA FR
352BK	TRNSPT CHR 19" HBKS FDA BLACK	7160LE	WHEELCHAIR LTWT 16" FA ELVT LR
352P	TRNSPT CHR 19" HBKS FDA PURPLE	7161L	WHEELCHAIR LTWT 16" FFA SA FR
352R	TRNSPT CHR 19" HBKS FDA RED	7161LE	WHEELCHR LTWT 16" FFA ELVT LR
4010BL	CRUISER DELIGHT ROLL WLKR BLUE	7180L	WHEELCHAIR LTWT 18" FDA SA FR
4010RD	CRUISER DELIGHT ROLL WLKR RD	7180LE	WHEELCHAIR LTWT 18" FA ELVT LR

4202BK	CRUISER DLX ROLL WLKR BLACK	7181L	WHEELCHAIR LTWT 18" FFA SA FR
4202BL	CRUISER DLX ROLL WLKR BLUE	7181LE	WHEELCHR LTWT 18" FFA ELVT LR
4216BL	MIGHTY MACK ROLLING WLKR BLUE	7200-2	CRUTCH ALUM TALL
4224BL	ZOOM 24 ROLLING WALKER BLUE	7200L	WHEELCHAIR LTWT 20" FDA SA FR
4224RD	ZOOM 24 ROLLING WALKER RED	7200LE	WHEELCHAIR LTWT 20" FA ELVT LR
4323BL	FORTE 23 ROLLING WALKER BLUE	7201-2	CRUTCH ALUM STANDARD
4323DB	FORTE 23 ROLLING WLKR SKYBLUE	7201L	WHEELCHAIR LTWT 20" FFA SA FR
4323RD	FORTE 23 ROLLING WALKER RED	7201LE	WHEELCHR LTWT 20" FFA ELVT LR
4328BK	EXPRESS ROLLATOR BLACK	7300-2	CRUTCH ALUM QUICK ADJ TALL
4328BL	EXPRESS ROLLATOR BLUE	7301-2	CRUTCH ALUM QUICK ADJ STANDARD
4328PL	EXPRESS ROLLATOR PURPLE	8700-R	FOLDING COMMODE - RETAIL
4328RD	EXPRESS ROLLATOR RED	9100-R	BATH SEAT W/ BACK & RED-RETAIL
4801BL	PHOENIX RISE UP ROLLATOR BLUE	9120-R	BATH SEAT & RED HANDLE- RETAIL
4801PL	PHOENIX RISE UP ROLLATOR PURPLE	TKW-14	TURNING KNEE WALKER HD TALL

Items with Overweight Charges

Item Code	Description
8450	3 IN 1 COMMODE
8580	HEAVY DUTY COMMODE W/BACK 450
8582	HEAVY DUTY COMMODE 500
8583	HEAVY DUTY COMMODE DROPARM 500
5220S	WHEELCHAIR STL 22" DDA SA FR
5220SE	WHEELCHAIR STL 22" DDA ELVT LR
5221S	WHEELCHAIR STL 22" DFA SA FR
5221SE	WHEELCHAIR STL 22" DFA ELVT LR
5240S	WHEELCHAIR STL 24" DDA SA FR
5240SE	WHEELCHAIR STL 24" DDA ELVT LR
5241S	WHEELCHAIR STL 24" DFA SA FR
5241SE	WHEELCHAIR STL 24" DFA ELVT LR
6160S	WHEELCHR RCLNR 16" DFA ELVT LR
6180S	WHEELCHR RCLNR 18" DFA ELVT LR
6200S	WHEELCHR RCLNR 20" DFA ELVT LR