SHIPPING & DELIVERY POLICY

INCLUDING PREORDERS, BACKORDERS, PARCEL & LTL FREIGHT

Effective Date: October 6, 2026

This Policy applies to direct consumer orders placed with ODL Grills. It includes standard-stock merchandise, preorders, backorders, parcel shipments, and palletized LTL freight. It should be read with the ODL Grills Online Retail Terms & Conditions and Preorder & Backorder Policy.

1. Shipping Availability

Service levels and charges depend on product, size, weight, destination, carrier availability, and access conditions. Certain destinations may require a manual quote or may be unavailable, including PO boxes, APO/FPO addresses, islands, remote locations, freight forwarders, Alaska, Hawaii, U.S. territories, or international destinations.

2. Processing and Shipment Timing

ODL Grills will maintain a reasonable basis for shipment representations. If a specific shipment window is stated, ODL will use reasonable efforts to ship within that window. If no shipment representation is made, ODL will follow the timing requirements imposed by applicable law. An estimated delivery date is not the same as a guaranteed delivery date unless ODL expressly says it is guaranteed.

3. Preorders

Preorder product pages should display an estimated shipment window when reasonably available. The estimate may change because of manufacturing, component supply, quality-control, inbound freight, port, carrier, or other conditions. If the promised or legally applicable shipping timeframe cannot be met, ODL will issue the required delay notice and provide the customer with the cancellation/refund or consent options required by law. A preorder is not considered shipped merely because a label is created; shipment occurs when merchandise is physically tendered to the carrier.

4. Backorders

If an item becomes backordered after purchase, ODL may provide a definite revised shipment date or, when a definite date is not reasonably supportable, advise the customer that timing is uncertain. Required delay notices will explain the customer's right to cancel and obtain a prompt refund. ODL may seek affirmative consent to wait where required. If the customer does not consent when consent is required, ODL will cancel and refund the unshipped merchandise as required by law.

5. Partial Shipments

ODL may ship available items separately from delayed items. If part of an order is canceled, ODL will refund the canceled merchandise and any shipping or handling amount that applicable law requires to be refunded.

6. Shipping Charges

Shipping, freight, liftgate, residential-delivery, limited-access, appointment, inside-delivery, storage, redelivery, reconsignment, and other carrier charges may apply. Known charges will be disclosed before purchase when practicable. Customer-caused carrier charges may be billed when lawfully incurred and permitted by the applicable order terms.

7. Parcel Shipments

Tracking may be provided when available. Carrier scans do not guarantee personal receipt by the purchaser. Customers should promptly report packages that appear lost, materially damaged, or misdelivered.

8. LTL Freight and Curbside Delivery

Large grills and outdoor-kitchen components may ship palletized by LTL freight. Unless expressly stated otherwise, residential freight delivery is curbside or to a location reasonably accessible to the carrier. Drivers are not required to move merchandise into a home, garage, backyard, outdoor kitchen, or installation area.

- The carrier may require a scheduled appointment and adult recipient.
- The customer must provide a safe, legal, and reasonably accessible delivery location.
- Premium services such as inside delivery, white-glove placement, or assembly are included only when expressly purchased.

- Missed appointments, address errors, storage, redelivery, reconsignment, or inaccessible locations may create additional charges.

9. Freight Inspection

Before signing the delivery receipt when reasonably possible, inspect the pallet, carton, crate, shrink wrap, strapping, and visible product surfaces. Note visible damage or shortage on the carrier receipt, photograph the condition, retain packaging, and contact ODL Grills promptly. Signing without notation may make carrier recovery harder but does not waive a non-waivable consumer right.

10. Concealed Damage

If concealed damage is discovered after unpacking, stop installation or use if continued handling could worsen the damage, retain all packaging, take photographs, and contact ODL promptly. ODL may request serial numbers, packaging images, inspection, or carrier documentation.

11. Refused or Undeliverable Shipments

Severely damaged or unsafe freight may be refused after documentation. Unauthorized refusal of undamaged freight, failure to schedule delivery, or failure to provide access may be treated as a discretionary return and may result in lawful freight, storage, or redelivery charges. ODL will not impose such charges when prohibited by law or when refusal is justified by ODL error or material shipping damage.

12. Address Changes

Address changes are not guaranteed after fulfillment begins. Any carrier reconsignment, redirect, storage, or redelivery charge resulting from a customer-requested change may be the customer's responsibility when permitted by law.

13. Lost Shipments

ODL may coordinate a carrier trace, obtain proof of delivery, or request reasonable documentation before replacing or refunding merchandise. Resolution depends on carrier findings, the transaction facts, and applicable law.

14. Refunds for Unshipped Merchandise

When applicable law requires cancellation because merchandise cannot be shipped on time, ODL will provide the required prompt refund. A legally required monetary refund will not be replaced with gift card, promotional credit, or store credit without the customer's agreement where such substitution is permitted.

15. Installation Is Separate

Delivery does not include gas connection, electrical work, assembly, built-in installation, masonry, countertop modification, appliance cutouts, utility work, or removal of existing equipment unless expressly included in a separate written agreement.

16. Taxes, Risk of Loss and Consumer Rights

Taxes are governed by the ODL Grills Online Retail Terms & Conditions. Risk of loss and title pass as provided by applicable law and the applicable sale terms. Nothing in this Policy reduces a non-waivable right relating to non-delivery, delay, damaged goods, cancellation, or refund.

Contact ODL Grills

Questions, requests, or notices relating to this policy may be sent to:

ODL Grills
26151 Equity Drive, Daphne, AL 36526
Email: info@odlgrills.com
Website: www.odlgrills.com