

## LTL Shipping

- There is a 2-5 business day standard transit time with LTL carriers. **Please account for at least one extra day for residential deliveries and deliveries requiring a scheduled delivery appointment.**
- **Shipping charges must be paid for when your order is placed online.** (Orders exceeding standard LTL sizes are subject to additional fees for Full Truckload shipping).
- You will receive a tracking number by email the day after the order has shipped.
- All destinations must be **tractor/trailer accessible**, or Limited Access fees will be applied (\$100).
- For residential deliveries and deliveries requiring appointments, the **freight company will contact you** 24 hours in advance to schedule the delivery (usually a 3-4 hour window).
- Shipping charges cover ONE delivery attempt. The customer is responsible for any additional shipping and handling charges for delivery failure due to customer circumstances.

## LTL Delivery Policies

- The driver is only responsible for placing the pallet on the ground for deliveries that had lift gate services selected at the time of check out.
- Address classifications are based on city zoning, therefore it is possible to have a commercial property in a residential area. In this case the delivery would be considered residential, and subject to the residential delivery fees and conditions.
- A responsible party must be present to inspect, inventory, and sign off on delivery.
  - You **MUST** notate if the number of pallets delivered does not match the number listed on the driver's BOL copy.
  - Careful inspection of packaging conditions is vital to file freight claims. Any visible damages must be noted on the paperwork when signing for the delivery, as well as documented with photos. Even if you are not sure if the contents inside contain damages due to the exterior's condition, you **MUST** indicate on the BOL to be able to claim concealed damages in the future.
  - Do **NOT** reject damaged items. The delivery should be accepted, with documentation of the damage, and a claim should be filed online. SEE IMPORTANT NOTES IN MISSING AND DAMAGED ITEMS SECTION TO FOLLOW.
- Regional delivery services are available in select markets. Rates and delivery services vary by market.