

Shipping Terms and Procedures

Doing business with freight carriers to transport your finished project can be confusing and expensive. Please review the following information to help your Thomson-Shore service team formulate the best decisions when shipping your project.

When Thomson-Shore quoted your project it was either via motor freight or UPS.

- **Freight:** If quantity dictates then we use motor freight which includes F.O.B. Origin. In simple terms, F.O.B. (Free On Board) refers to the responsibility for freight cost and transit risk. F.O.B. origin means that under the terms of sale the buyer bears all freight and associated charges, owns the goods in transit, and is responsible for any claims that may arise as a result of transit.
- **UPS:** If quantity/weight dictates that parcel post is required, then we use UPS for shipments within the United States and USPS for international shipments.

General information:

- Packing and shipping information is required at least 1 week prior to your scheduled ship date. Packing information includes carton weight limitations, quantity per carton limitations/expectations, label information expectations (Thomson-Shore defaults to the BISG standard label - http://c.ymcdn.com/sites/bisg.org/resource/resmgr/Files/Publications/Labels_and_Barcodes/shipping_label_guidelines.pdf?hhSearchTerms=%22shipping+and+label+and+guidelines%22). Shipping information includes ship to address, contact name and phone number.
- **Please note:** Changes to shipping and packing instructions after order is bound may delay your shipment up to 2 days and incur additional fees.
- Thomson-Shore may utilize styrofoam or corrugated cardboard in your cartons to protect your shipments; please notify us if your warehouse or state does not allow specific materials.
- For orders that require motor freight:
 - Thomson-Shore has an established pricing agreement with XPO Logistics Freight to provide our customers with highly competitive freight rates.

International Shipments:

- Thomson-Shore has partnered with a service provider that provides door-to-door or port-to-port services. Please contact your customer service representative if you have any questions.

UPS - Small Parcel Shipments

UPS is our certified ground and air carrier.

Overnight shipments of more than a few pounds can be very expensive. If you specify next day delivery of multiple cartons please verify cost. We cannot reverse the charges after the service has been performed.

Manufacturer of hard and soft cover books

- Offset Printing: There is a \$5.00 processing fee for each carton/package of a non-freight shipment of your finished project being sent via ground or air services. (This fee is included in the Digital transportation quote.)
- UPS cannot deliver to a P.O. Box. The street address, contact person and phone number must be provided.

XPO Logistics Freight

XPO Logistics Freight is a premier provider of reliable, regional, inter-regional and nationwide LTL service to customers large and small across North America. XPO Logistics has safe stacking, which allows for double stacking without stacking on pallets. Through our certification process, XPO Logistics freight offers the following assessorial services at no additional charge,

- Residential delivery
- Lift gate delivery
- Inside delivery
- Notification prior to delivery

Please note: these services must be requested when shipping instructions are provided, so that we can direct XPO Logistics Freight or the freight carrier of your choosing via the Bill of Lading (BOL).

Motor Freight Assessorial Services Include:

- **Residential Delivery** – The term “private residence” also includes apartments, churches, schools, pre-schools, day cares, camps, farms, public storage facilities and other such locations without a loading dock and not generally recognized as a commercial location. Residential delivery adds 1-2 days to your delivery schedule.
- **Lift Gate Service** – When the carrier is required to employ a hydraulic lifting or lowering device to accomplish delivery from the carrier's long vehicle (this is not available on short trucks).
- **Notification Prior to Delivery** – When carrier is required to notify consignee prior to delivery. The driver's goal is to provide a 2 hour delivery window. Provide your cell phone to your Thomson-Shore team if that is the preferred notification contact.
- **Inside Delivery** - is defined as out of the elements (overhang, garage); it does not include a specific location down a hall, or down stairs or in a basement.

Please note:

- If a shipment is **prepaid** by Thomson-Shore: you will be invoiced based on final freight invoice plus a processing fee.
- If freight shipment is **collect**: you will be responsible for paying the actual freight invoice. The freight carrier will require payment at the time of delivery for collect shipments unless you have established credit with them.
- Freight companies have the right to audit all invoices and credit/debit accordingly within 12 months of service.
- If through a freight audit process a credit or debit invoice is issued by the freight company, Thomson-Shore will then issue either an additional freight invoice or credit memo to the customer.
- Customers are responsible for all additional freight charges.

- XPO Logistics reserves the right to drop in a safe area, if there are overhanging power lines, if the truck cannot be maneuvered into place, then XPO Logistics will need to determine a safe area.
- Our freight system emails a notification of shipment and a copy of the Packing List to you on the day your project ships from Thomson-Shore.

Other Freight Carriers: Actual charges for these services will vary by company, and are usually based on a charge per hundred pounds subject to a minimum. Please discuss the services that may be required for your shipment with your service team. If the services are not requested on the Original Bill of Lading the carrier will not perform delivery until they have received authorization to charge and perform the service. This will delay your shipment and the freight company will charge a redelivery fee.

Receipt of Shipment:

- ***It is your responsibility to verify that your shipment was received exception free.***
- Exceptions must be noted at time of delivery on the bill of lading/delivery receipt. If there are damages, consider taking pictures to include with your claim.
 - If shipment is **prepaid** by Thomson-Shore: we will file a claim on your behalf for damages or shortages.
 - If shipment is **collect:** freight companies require the receiver to file the claim.

Thomson-Shore would like your shipping experience to be as straightforward as possible. If you have any questions regarding shipping, please contact your customer service representative.