

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 a Thomson-Shore estimator quoted your project it was most likely quoted F.O.B. Origin, freight prepaid and charged back. 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.

General information:

- At job submission shipping (ship to address, contact name & phone number) and packing (such as carton weight & size, quantity per carton if required and full labeling) instructions are required by your service team clearly written and complete for all shipments related to your project. Receiving these instructions late will delay the shipping of your project
- **Please note:** Changes to shipping and packing instructions after proof return and or job going to press will delay your shipment up to 2 days and incur additional fees.
- Final shipment of a project consists of shipping all proofs and freight shipments. Additional non freight shipments (such as individual carton drop ships, return copy etc.) will incur processing fees.
- Thomson-Shore has an established pricing agreement with Con-way Freight to provide our customers with highly competitive freight rates.
- Thomson-Shore can assist customers with rate quotes for other national LTL carriers. However, Thomson-Shore does not guarantee estimated/quoted freight rates and assessorial charges.

Assessorial services are:

- **Inside Delivery** - is defined as out of the elements (overhang, garage); it does not include a specific location down a hall, or down stairs in a basement.
- **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

- **Lift Gate Service** – When the carrier is required to employ a hydraulic lifting or lowering device to accomplish delivery from the carrier's vehicle.
- **Notification Prior to Delivery** – When carrier is required to notify consignee prior to delivery.

Please note:

- If a shipment is **prepaid** by Thomson-Shore: you will be invoiced based on final freight invoice plus a processing fee.
 - If 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.
- Our freight system emails a notification of shipment and a copy of the Bill of Lading to you on the day your project ships from Thomson-Shore.

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.

International Shipments:

- Thomson-Shore has partnered with one of the leading global logistics providers: Activair. Activair provides door-to-door or port-to-port services. If you are shipping into Canada, we can provide port-to-port services.

Small parcel Shipments

UPS is our certified ground and air carrier, of small parcel shipments.

You may prefer to use a ground / air carrier of your choosing.

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

- 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
- UPS and FedEx cannot deliver to a P.O. Box. The street address, contact person and phone number must be provided.
- Shipments sent via USPS, other than Express Mail, cannot be traced.

Con-way Freight

Con-way Freight is a premier provider of reliable, regional, inter-regional and nationwide LTL service to customers large and small across North America. Through our certification process, Con-way freight offers the following assessorial services at no additional charge,

- Residential delivery,
- Lift gate delivery and
- Notification prior to delivery.

Please note: these services must be requested at job submission, so that we can direct Con-way Freight or the freight carrier of your choosing via the Bill of Lading (BOL).

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.

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.