

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.

In General

- It is best if you provide your service team with clear and complete written instructions for all shipments related to your project as soon as possible.
- Final shipment of a project consists of one-drop shipment (advance copies) and the bulk shipment. Additional shipments will incur administrative charges; please contact your customer service team for details.
- Thomson-Shore has established pricing agreements with national LTL carriers to provide our customers with highly competitive freight rates.
- Our customer service representatives can help pick the carrier that will deliver your project, or you may specify the carrier.
- **Thomson-Shore does not guarantee estimated/quoted freight rates and assessorial charges.** We can provide a good faith estimate of the charges. However,
 - If shipment is **prepaid** by Thomson-Shore: you will be invoiced based on final freight invoice plus an administrative processing fee.
 - If shipment is **collect**: you will be responsible for paying the actual freight invoice.
 - **Note:** The freight carrier may require payment at the time of delivery for collect shipments if you have not 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, T-S will issue either an additional freight invoice or credit memo. Customers are responsible for all additional freight charges.
- Our freight system emails a copy of the Bill of Lading to you the day of the shipment of your goods.
- It is your responsibility to verify that your shipment was received in good shape and that you received what was shipped. Any exceptions must be noted at time of receipt 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 that you file the claim.

Small parcel Shipments

- 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.
- If you specify your shipment via UPS Hundred Weight please be advised that there is a \$6 per carton charge to prepare each individual carton for shipment.
- Multiple drop shipments sent as individual cartons will also incur a \$6 per carton/\$6 per address charge to prepare each carton for shipment.
- UPS and FedEx cannot deliver to a P.O. Box. The street address is required.
- Shipments sent via USPS, other than Express Mail, cannot be traced.

Motor Freight Carriers

Most customers (consignee) avoid expensive assessorial charges by receiving their freight at a shipping/receiving dock where the freight can be unloaded using a forklift or hand jack. For customers unable to receive freight in this manner, there are charges assessed by the freight carrier (whether shipping **via pre-paid or collect**) that you need to be aware of. Expect to pay \$85-\$500 for these services.

- **Inside Delivery** - If consignee requires delivery to a specific area beyond the receiving dock an inside delivery charge will be applied. 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** – Shipments delivered to private residences are assessed a residential delivery charge. The term “private residence” also includes apartments, churches, schools, pre-schools, day cares, camps, farms, public storage facilities and other such locations 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 there is a lift gate service charge.
- **Notification Prior to Delivery** – When carrier is required to notify consignee prior to delivery there is a notification charge applied.

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 may not perform delivery until they have requested authorization to charge and perform the service. This could delay your shipment **and the freight company might 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.