



1700 W Big Beaver
Suite 150
Troy, MI 48084
888-222-2191

Drop-Shipping Update – 2019

Dear Valued Customers,

Please see below addendum to our 2018 version of the drop-shipping memo. Please review and adjust your processes accordingly.

What To Do If a Shipment Is Delivered Damaged

1. *Mark any and all damage on the delivery receipt.*
 - a. This is necessary to submit a claim for discounts and full replacements, regardless if shipment is accepted or refused.
 - b. ALWAYS take pictures of the damage.

2. *Refuse or accept the damaged product.*
 - a. If you have no intentions of using the damaged goods, even at a discounted price, please REFUSE the shipment. This will help expedite our claims process and the replacement process.
 - b. If the damage is minimal and will not affect the utility of the product, please ACCEPT the shipment. We can then discuss the opportunity for a discount, depending on the extent of the damage.

3. *Contact us as soon as possible so we can submit claims and resolve any outstanding business.*
 - a. Send an email to sales@elevatemats.com with the damage details and pictures.

Drop-Shipping Memo – 2018

To reduce shipping costs, we schedule LTL shipments without any accessorial services unless noted in the shipping quote request. This is possible because foam is lightweight, and we package our products in a way that only requires mild physical labor to unload.

If the consignee signs for a delivery with an accessorial marked as used, we will be billed accordingly, and these charges will then be passed on to you. On many occasions, drivers do not disclose the additional fees and will use their own discretion on whether an accessory is required. Please make sure your customers are aware of this before delivery is attempted, and they agree to something they might not understand.

We have tried implementing preventative actions to avoid these charges, including non-authorization notes on the Bill of Ladings and reaching out to our customer service representatives for assistance. We dedicate a lot of time disputing these charges before we bring them to our distributors. We believe that educating the customer will help avoid some of these issues. To do so, we've created a list of services that may be performed at delivery including estimated fees.

Additionally, please remind your customers that if they receive product that was damaged during transit, they must note it on the delivery receipt. This must include the quantity of damaged units and a short description in order for a claim to be submitted.

Kindest Regards,

Elevate Hats

LTL ACCESSORIAL SERVICES

*Please see the below list of LTL accessorial charges and explanations. **Note:** the descriptions of these charges are the industry standard, but the charges depend on the carrier.*

Liftgate Delivery: Mechanical loading or unloading devices, including hydraulic or electric lifting or lowering devices, to accomplish pickup or delivery of the articles.

- \$25 - \$55

Inside Delivery: Carrier may move shipments or portions of shipments from or to positions beyond the immediate adjacent loading or unloading positions.

- \$50 - \$120

Residential Delivery: A location that is a home, including, but not limited to a business operating out of a home.

- \$50 - \$120

Limited Access Delivery: A location that requires that the carrier make an appointment with the consignee, or the delivery location has restricted access. Locations include, but are not limited to schools, churches, construction sites, storage units, national parks, prisons, etc.

- \$25 - \$50

Notify Before Delivery / Delivery Appointment: For locations that are not limited access and require delivery appointments or a notification before delivery.

- \$25 - \$50

Guaranteed Delivery: Most carriers offer a service that guarantees their transit times for high priority shipments. *Note: AM deliveries typically require guaranteed delivery.*

- \$30+

Detention: When the carrier is delayed by the consignee for loading or unloading on or near the premises of the consignee, detention charges shall begin upon expiration of the applicable free time allowed, and will end when the vehicle(s) are loaded or unloaded and is available for movement. It is standard to allow 30 minutes of free time for unloading an LTL shipment.

- \$50+

Redelivery: When a shipment is tendered for delivery and such delivery cannot be accomplished, through no fault of the carrier. Usually caused by the consignee being closed or not providing receiving hours to the carrier.

- \$100+

Reconsignment or Diversion: A request to change the delivery address; a request to relinquish the freight to another carrier; a request to return the freight to the shipper.

- Charges will vary based on the situation. Please ask us if this is required for your shipment.