

# Customer Freight Instructions



WAREHOUSES

UNITED STATES

# General Information



If you selected “Freight Prepaid” as your preferred shipping method on the ***New Account Onboarding Form***, we will be handling your freight. That essentially means that we will be controlling every aspect of the shipment from the time it leaves our facility until it is delivered to you. It is extremely important to fill out the ***Retailer Receiving Information Form*** completely and accurately for every “Ship To” location you have. As previously mentioned by your Sales Representative, shipments are always

booked with a default of “dock to dock,” no “driver-assist,” and no “delivery appointment.” If any additional services are needed, we just need to know in advance.

The freight/transportation industry has undergone many changes over the past few years. We have found that the best way to get you your goods fast and free of damage is to use General Commodity Carriers, also known as LTL Shippers. We work with some of the largest freight brokers in the country to get you the best possible rates while still using reputable carriers. Based on your geographical location, we will assign a freight rate to your account. This freight rate is a general prediction of what we expect the total shipment will cost. Unfortunately, due to rising fuel costs, labor shortages, and increased volume, sometimes the actual rates are higher than what we “predicted” on your order. If this happens, we will inform you immediately and together we will look for a solution to get your shipment moving.

The majority of shipments we send out are palletized on standard 48” x 40” pallets, and always include the name of your facility, a packing list, and our internal “Load Number.” LTL (Less Than Truckload) carriers are used when a shipment contains between 1 and 8 pallets. If a load contains between 9 and 14 pallets, it becomes a “Volume” shipment. Depending on the carrier, Volume shipments may be either palletized or floor loaded. Any shipment over 14 pallets (28’ of trailer space or 1500 cubic feet) typically requires a dedicated truck. In cases like this, we often try to consolidate your shipment with another customer to avoid charging you for a full trailer.

# Shipping Process

The following steps outline the shipping process from start to finish.

1. **Shipment Leaves Primo Distribution Center** – Your shipment has been picked, palletized, labeled, and now loaded onto a truck. If it is shipping on a Common Carrier, tracking information may be available for your load.
2. **Pallets Arrive at Carrier Terminal** – The shipment is offloaded from the pickup trailer, and then scanned, sorted, and reloaded onto a long-haul trailer.
3. **Pallets Arrive Destination Terminal** – The shipment is offloaded from the long-haul trailer at a terminal within a close proximity of your location. Pallets are once again scanned, sorted, and reloaded onto local delivery trailer.
4. **Delivery is Made to Your Store/Warehouse** - The shipment has reached its final destination. At this point, it is your responsibility to unload the products from the delivery vehicle and validate/verify the shipment. Common Carrier drivers may use a pallet jack to bring the pallets to the end of the truck, or remove off the trailer onto a dock, however you should always be prepared to unload the goods yourself. Anytime a driver physically touches the product, an assessorial fee may apply.



## Services Not Included in Freight Cost

Once again, shipments are always booked with a default of “dock to dock,” no “driver-assist,” and no “delivery appointment.” The following additional services are not included in the freight cost. These services will incur an additional fee (may vary from carrier to carrier):

### 1. Liftgate

When shipments are being made to addresses with no loading dock area, they require liftgate equipment. A liftgate is a special hydraulic platform fitted on the back of a truck that can raise or lower a shipment to and from the ground. Not all trucks are equipped with liftgates, so you’ll need to specifically request one in advance. If you don’t communicate that a lift gate is needed, the driver will arrive without the required equipment and won’t be able to complete the delivery. This means your shipment will need to be redelivered (an additional fee) and could potentially be delayed.



## 2. Redelivery

There are several reasons a carrier may need to redeliver an order; if no one is available to accept the delivery, if the shipment is rejected by the receiver, if the necessary equipment isn't on site, etc. Redelivery is one of the priciest accessorial fees because it essentially requires the carrier to redo the job and miss out on other income.



## 3. Advance Notification

Deliveries are made M-F during normal business hours and typically do not require an appointment. If a carrier needs to notify a consignee before making a delivery, they charge a fee for booking an appointment.

## 4. Limited Access

Whenever a driver does extra work to make a delivery, they charge for it. This could include hunting down a consignee to receive a shipment or enduring security-related inspections and processes. Whenever possible, make delivery areas and instructions as clear as possible to reduce confusion and wasted labor.

## 5. Driver Assist/Unload

Unloading a vehicle is outside the general job requirements of a carrier. So, if the driver must load or unload the freight, they charge for the labor. This can include moving pallets in the back of a trailer, breaking down pallets, or lowering pallets to the ground in the absence of a liftgate.

## 6. Inside Delivery

Bringing a shipment into a store or warehouse requires additional equipment (such as a pallet jack to lift the pallet up curbs and stairs), additional time, and sometimes, additional manpower, all of which incur an added cost.

## 7. Metro Pickup/Delivery

Cities are congested, have parking limitations, and can be difficult to navigate. Traffic jams and the extra work required for delivery eat away at driver productivity. To recoup lost time, they charge an accessorial fee.

# Freight Claims

Thousands of pallets are shipped every single day with LTL companies, so there is always a chance that something may happen to one in transit. Freight damage and lost items are rare, but do occur. If this does happen to your shipment, the following steps **MUST** be taken to ensure we are able to issue you a refund or credit for the lost/damaged pieces:

1. **Inspect the shipment** – sometimes freight companies “Break” pallets. This means that they remove the stretch wrap or banding which allows pieces to fall or get lost. You should never receive loose items from an LTL provider.
2. **Reconcile the shipment** – Check the Packing List or Bill of Lading to see what is missing. If freight is damaged, use these documents to verify the SKU information.
3. **Inform the driver** – Sometimes pallets can be hidden behind other shipments on the back of a trailer, or mistakenly left behind at the terminal. Your delivery driver should be able to call their dispatch and get it resolved. If they do not know where the missing pieces/pallets are located, or if the freight is visibly damaged, tell the driver you would like to mark it on the BOL or Delivery Slip.
4. **Record the Loss/Damage** – Make sure that the drivers paperwork is clearly marked with the shortage or damage and get a copy for yourself. If the freight company is not made aware of a shortage or damage at the time of delivery, they will not approve a freight claim. Once the driver’s paperwork is marked, photograph the shipment. A minimum of 3-4 photos should be taken for each pallet. Once you have gathered all the paperwork and photos, send everything in to [claims@primointernational.com](mailto:claims@primointernational.com) so that we can begin working on your credit/refund.

At this point we will begin our claim with the carrier. Freight claims can take up to 3 months to resolve. We believe that is far too much time for you to wait on a credit or refund, so as long as you submit the photos and shipping documents immediately after the delivery, we will give you your money back within 24-48 hours.

It is extremely important that if the freight is damaged or if items are missing, you still accept the shipment. **Please**, do not refuse the freight. 24-48 hour refunds and credits can only be guaranteed if you take possession of the shipment. Reused shipments are sent back to our DCs for reconciliation and extend the claims process.