

FREIGHT INFORMATION

ESTIMATED SHIPPING CHARGES (PREPAY AND ADD)

When shipping orders as prepay and add, Polar Tech obtains freight quotes from three to five carriers to determine which the “best way” is. Our quotes are acquired based on the carriers contracted with Polar Tech and whichever carrier has the best rate to the destination listed on our customer’s Purchase Order. Our estimates are real time (as if the order shipped today) and are only estimates at the time of the order. Rates may change at the time of shipping if lead times extend beyond 7 business days or any delays that may occur with billing/credit card transactions out of our control. Additional charges may apply and be billed AFTER the order ships if added services occur at the time of delivery, such as needing a delivery appointment, lift gate, inside delivery, detention fees, etc.

ACCESSORIAL REQUIREMENTS: SERVICES REQUIRED FOR DELIVERY

LIFT GATE: Do you have a dock at your delivery location? If so, is it a standard or ground dock? If the order is too heavy, a lift gate may be required.

STANDARD



GROUND



DELIVERY APPOINTMENT OR PRIOR NOTIFICATION: Will the carrier need to set up a predetermined date and time for shipment to arrive?

When trucking companies schedule a delivery date and time or call prior to delivery, an additional fee may apply. This service needs to be requested at the time of ordering in order to avoid delivery delays/extra fees.

INSIDE DELIVERY: Does the driver need to bring your shipment into the facility beyond the dock or up to another level?

If the driver is required to go inside (beyond the front door of the loading dock) to deliver your shipment instead of remaining at the dock or truck, additional fees will be applied.

If this service is not requested at the time of the order, carriers will charge for this service and will be added to your bill after the product is delivered.



LIMITED ACCESS: Is your business a farm, university or school, grocery store, church, government facility, doctor's office, or located inside of a mall?



STORAGE FACILITY: Are you shipping to a storage facility? This will be considered limited access and may require a delivery appointment.



RESIDENTIAL DELIVERY: is your business located in the home or combined with residences?

Homes or apartments in a residential area require a lift gate and smaller trucks for delivery. If product needs to be delivered inside the home, this will also require inside delivery.

Commercial businesses located underneath residential apartments might also be considered residential through United States Postal Service and can result in acquiring residential fees. To correct this, the business will have to contact the post office to submit documentation that the address is commercial not residential.

CUSTOMER PICK UP

Polar Tech Industries offers customers the option to set up their own freight known as "Customer Pick Up", however suggest using Polar Tech contracted carriers whenever possible. Polar Tech's carriers are onsite daily and often provide Polar Tech better rates than traditional carriers based on volume. CPUs are always welcome. In order to ensure your orders are picked up in full and on time, we suggest the following conditions for CPU:

- Polar Tech will confirm when the order is ready for pickup via email or a phone call. Trucks sent in without prior authorization of scheduled pick up will be refused at sender's cost. No exceptions.
- Order must be picked up within 48 hours of scheduled notification of pickup. Failure to pick up within 48 hours will result in one of the following:
 - Polar Tech will ship the order prepay and add freight charges will be added to the invoice
 - Polar Tech will release product to other customers or restock the products at a 10% restocking fee – Polar Tech's discretion.
 - Lead-time for replacement pickup orders may not be for 10 business days or more once the pickup date is missed.

- Orders not able to fit in a pickup vehicle or carriers arriving without adequate space will result in a restocking fee or balance of order will be shipped PPD/ADD.
 - Custom or made to order product that does not fit will be shipped PPD/ADD to the customer's destination.

FREIGHT GLOSSARY

Common Carrier: A person or business that transports goods, generally a "trucking company"

Consignee: A person or business who is receiving the shipment

Pallet or Skid: Wooden deck boards that support product from touching the ground

Slip Sheet or Tray: Cardboard portion underneath product, not a wooden pallet

Less than Truckload (LTL): Product that uses only a portion of a truck (usually up to 16 truck spots)

Full Truckload (FTL): Product that uses most or all of a 48 or 53 foot trailer (over 16 truck spots)

Small Parcel: Shipments sent in single packages via FedEx or UPS

Dimensional Weight: Used to calculate the volume weight for shipments being sent either as small with common carrier. The weight is determined by multiplying the length times the width times the height. Small parcel shipments will then be divided by dim divisor determined by either FedEx or UPS. Shipping via freight carriers will use the volume weight divided by the cubic feet of a 53 foot trailer to factor in how much room the shipment will be using

Collect: The person or business who is receiving the shipment pays for the shipment

Third Party: Freight charges are billed to a separate company that is neither the shipper or consignee will pay freight

Prepay: Polar Tech will add the freight cost to our customer's invoice

Detention Fees: Additional costs charged by a carrier if the driver must wait past the specific load and unloading times

DROP SHIPPING

- Polar Tech Industries prefers relationships with stock distributors in order to offer the best pricing and services, however we can drop ship for distributors as needed. There will be a fee of \$50.00 per order for the added documents and administrative work required for drop shipments. Polar Tech does not ship blind.

SHIPPING OUT OF THE COUNTRY

Polar Tech does not directly export goods to other countries, other than Canada, but will ship your products to a freight forwarder on your behalf.

We do require your company's custom broker at the time of the order being processed. Having this information will ensure the order is not delayed in Customs. Polar Tech does provide a North America Free Trade Agreement (NAFTA) as well as the Commercial Invoice with the shipping paperwork. If additional documentation is required for your company, please email the request to Customerservice@polar-tech.com.

If shipping small parcel out of the United States, we will need your EIN or Tax ID number.

EXPEDITING ORDERS

Polar Tech does understand there are times when product needs to ship immediately. Orders can be expedited to ship within one to two business days of being placed, however this is an additional fee. Polar Tech cannot guarantee an order will ship out the same day as requested. Expedited requests must be received by 11am CST in order to obtain the proper freight quotes, prepare and stage the order prior to scheduling shipments. Written authorization is required to confirm freight cost and the customer's responsibility to pay the amount.

Below are the following options:

Common Carrier: Guaranteed deliveries may be available upon request however some carriers may have limitations based on delivery locations. Delivery options are 9 am, 12 pm, 3 pm or by end of business day

Orders shipping collect or third party will need to be quoted by the customer or paying party. Polar Tech does not have authorization to obtain expedited freight quotes

Small Parcel:

Overnight: shipment will deliver by the next business day (does not include weekends or holidays)

Standard Overnight will deliver by 3 pm, the next business day

Priority Overnight will deliver by 10:30 am the next business day

Second Day Air: shipment will deliver within 2 business days, not including weekends or holidays