

# Shipping Options - Canada

## Shipping carriers

AutomationDirect utilizes our choice of carrier for the default shipping methods for all orders. All shipping charges are prepaid and added to the invoice, or they can be charged to your company's account number. (Orders requesting the use of customer shipping accounts are only accepted for shipment via FedEx.) For certain heavy orders, we use LTL carriers. The LTL freight charges, where applicable, are added to your invoice. All items ship from USA warehouses.

## Shipping methods

- **FedEx International Economy (Brokered Shipping)** - We use FedEx services that allow us to reach most Canadian destinations within 2 to 3 days transit time\*. (If you are located outside the major population areas, your delivery may take longer.) Shipping is free on orders over \$49 (except for items required to ship LTL, which always incur a charge).

**\* Some LTL and vendor-shipped items have longer transit times. Transit days are calculated based on regular business days and do not include weekends or holidays.**

- **Brokered LTL** - Certain items and orders must ship out less-than-trailer load (LTL). Items shipping LTL from an AutomationDirect warehouse or one of our vendor-shipped suppliers will be shipped via FedEx Freight Priority. Any order with an LTL item will automatically be converted to ship out LTL. In order for items to ship separately from the LTL item, you must place separate orders. For any LTL order, additional charges may apply for residential deliveries as well as those needing a liftgate. The customer is responsible for contacting the carrier prior to delivery to make arrangements for time or day specific deliveries. The customer will also assume responsibility of any additional charges on redelivery of shipments where FedEx attempts delivery and delivery cannot be made due to consignee. For transit times from our Cumming, GA location, visit: [FedEx Transit Time Map](http://bit.ly/fxtrmap). at <http://bit.ly/fxtrmap>

Other shipping methods include the following options, which you can choose if you need a specific delivery time or you are charging to your shipper account. Applicable shipping charges will be added to your invoice or applied to your shipper account.

- **FedEx International First®** - Door-to-door, customs-cleared service. Get delivery by 10 a.m. in 1 business day. For complete details, visit: [FedEx International Freight](http://bit.ly/fxinf) at <http://bit.ly/fxinf>  
**This option is only available for phoned-in orders and is not available for vendor-shipped items**
- **FedEx International Next Flight®** - Within hours between major cities worldwide, 24 hours a day, depending on flight availability; door-to-door, customs-cleared service. For complete details, visit: [FedEx International Freight](http://bit.ly/fxinf) at <http://bit.ly/fxinf>  
**This option is only available for phoned-in orders and is not available for vendor-shipped items.**
- **FedEx International Priority®** - 1, 2 or 3 business days (time-definite delivery typically in 1, 2 or 3 business days. Door-to-door, customs-cleared service.) Saturday delivery available (only in certain areas and to commercial addresses only; requires selection of overnight service and can only be selected between 6 p.m. Thursday and 6 p.m. Friday.) For complete details, visit: [FedEx International Freight](http://bit.ly/fxinf) at <http://bit.ly/fxinf>
- **FedEx International Economy®** - Time-definite delivery typically in 2 to 5 business days; door-to-door, customs-cleared service. For complete details, visit: [FedEx International Freight](http://bit.ly/fxinf) at <http://bit.ly/fxinf>

- **FedEx Custom Critical®** - Direct, door-to-door, shipping in exclusive-use vehicles, available to any address, at any time. For complete details, visit: [FedEx International Freight](http://bit.ly/fxinf) at <http://bit.ly/fxinf>  
**This option is only available for phoned-in orders and is not available for vendor-shipped items.**

- **FedEx Freight Priority®** - All shipments leaving the Cumming, GA locations that are shipping freight will be shipped out as Priority. In addition customers may choose to add an A.M Delivery to freight for an additional charge. (Early delivery by 10:30 a.m. on the standard delivery date and is backed by a Money-Back Guarantee.) This service is only offered to select zip codes and to addresses that do not require liftgate service. To determine if your zip code is valid and for complete details visit: [FedEx Transit Time Map](http://bit.ly/fxtrmap) at <http://bit.ly/fxtrmap> for transit times [FedEx Zip Code Check](http://bit.ly/fxzip) at <http://bit.ly/fxzip> for available zip codes [FedEx Freight](http://bit.ly/fxusf) at <http://bit.ly/fxusf> for freight details

### We do not guarantee delivery times of the carriers.

AutomationDirect is not responsible for carrier delays due to weather, mechanical failures or other issues.

### We do not ship orders COD; however, we do offer prepayment by various methods.

We do not ship on Saturday, Sunday or national or company holidays.

ATTN: Most items can be shipped to most addresses via most shipping options, however certain restrictions may apply which include:

Vendor-shipped Items: Limited shipping options available

Large/Heavy/Oversized Items: LTL Only items are not available to all locations and may not always be included in free shipping options. Carrier restrictions apply and limited shipping options available.

Zip Code: Extended service areas, extreme rural areas and limited access areas may incur Carrier Restrictions and shipping limitations.

Dangerous Goods: Carrier and government restrictions may apply and (includes, but not limited to Lithium Batteries and/or products containing lithium batteries as well as spray paint).

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## Insurance

Insurance is available at your expense to insure against loss or unusual damage (*not currently available for online orders*). **It is not automatically included in the shipping charges.** Your Customer Support representative can calculate the cost of insurance at the time you place your order. If you choose to purchase insurance, the charges will be added to your invoice. Additional insurance is not available for LTL shipments since maximum liability under those companies easily covers the value of our products. Insurance option is not available online; this request must be called in.

## Tracking Shipments

Tracking numbers are generated and available soon after we release your order from our facility (tracking from vendor-shipped locations is not available online). The order cannot be tracked until the carrier has initially scanned the package at their facility (*generally after 9 p.m. EST on shipment date*). You may track your order online using our shipment tracking feature. To track your order online, log in on our Web site, choose "My Account", access the appropriate order and click the "Track It" button when available. Or, you can obtain your tracking number from your shipment confirmation email (when this feature is enabled under "My Account - Preferences/Email Options") and check status on carrier Web site.

## Export Regulations

AutomationDirect ships/exports its products in accordance with U.S. law. Diversion by AutomationDirect customers contrary to U.S. law is prohibited. To obtain more information on countries and parties prohibited for export, please visit:

<http://www.bis.doc.gov/complianceand enforcement/liststocheck.htm>

## Freight Forwarders and Hand Carry

Please review the Freight Forwarders and Hand Carry policy on page TAC-26 if you plan to use either of these delivery methods.

## Concerns

If you think your shipment is past due or incomplete, please consider these items before you call to check on the order:

- Allow ample time for delivery. Some carriers schedule multiple deliveries. Track your order online (*see instructions above*).
- For shipments to Canada, timely delivery cannot be guaranteed as they can be delayed in customs.
- Check with your receiving department. Many times the receiving department failed to deliver the package or notify the recipient.
- Check the package for any small items. They can easily get buried in packing material.
- Please inspect all deliveries promptly. You must notify us within 48 hours of receipt with reported discrepancies or shortages.
- If you have received tracking information and have not received your order within reasonable expected transit time, please contact us immediately. Delays in reporting shipments not delivered by the carrier can result in our inability to recover your order from the carrier, and a replacement order would be at your expense. The replacement order must ship to a business address requiring a signature or a carrier location for pick-up.
- If carrier tracking results show that your package has been delivered but you have not received your shipment, you must contact us within 14 business days of the published delivery date for FedEx shipments. Otherwise, we will likely not be able to recover your order from the carrier, and a replacement order would be at your expense. The replacement order must ship to a business address requiring a signature or a carrier location for pick-up..

# Shipping and other Charges - Canada

Shipping charges are prepaid and added to the invoice, or they can be charged to your company's account number (*FedEx accounts only*).

Free shipping is available for orders totaling \$49 U.S. and over (shipped via our choice of carrier, typically air service), except for items or orders that may require LTL shipping.

All other shipping charges (*such as expedited and LTL*), and shipping on orders under \$49, are calculated based on order weight.

Certain heavy/large orders/items must ship LTL (*truck*). You must have a loading dock to receive shipment, or make other arrangements to unload shipment. Any additional charges incurred during delivery, such as residential or liftgate charges, are your responsibility and will be invoiced back to you. To determine if an item requires LTL shipping, check the product listing on the Web site for "freight" designation; LTL shipment may be assigned automatically for a heavy order.

Heavy/large items requiring LTL transit **always** incur shipping charges, however, their value is used to calculate if an order is \$49 or over total. If an order is placed that has an LTL Only (freight) item on it, the entire order may ship via LTL. This applies to groups of items on an order that will be shipped from vendor-shipped locations as well. If you wish to have your entire order shipped LTL ("palletized"), only the weight of the "LTL Only" items will be used to calculate the freight costs. If your order is 100 lbs. or over, and does not contain any "LTL Only" items, you will still receive free shipping.

AutomationDirect will broker all LTL shipments to Canada. Use the *Canada Flat Rate Table* on this page to determine brokered LTL shipping charges. When using the *Canada Flat Rate Table*, only the weight of the "LTL Only" items are used to calculate the shipping charges. Any order that is shipped directly into Canada using the *Canada Flat Rate Table* will be brokered by AutomationDirect.

## LTL Brokerage Fee Breakdown/Notes

- Any order shipping as freight or that contains an "LTL Only" item, must be brokered by AutomationDirect in order to be shipped directly to a Canadian address. Any customer wishing to use their own broker must provide a valid address within the Continental U.S. to ship to. Failure to do so could result in a delay in your order being processed. This includes vendor-shipped items as well.
- Any order with "LTL Only" items shipping from multiple locations will incur an additional \$50 brokerage fee.
- Any order with "LTL Only" items shipping from multiple locations will have the total weight of these items used to calculate the shipping costs based on the Flat Rate Table, if AutomationDirect is being used as the Broker.

Canada LTL Flat Rate Shipping Charges	
Shipping Weight	Flat Rate Shipping Charge
0 to 300 lbs.	\$200 U.S.
301 to 600 lbs.	\$300 U.S.
601 to 900 lbs.	\$400 U.S.
901 to 1,300 lbs.	\$600 U.S.
1,301 to 2,000 lbs.	\$800 U.S.
2,001 to 3,000 lbs.	\$1,100 U.S.
3,001 to 3,499 lbs.	\$1,300 U.S.
3,500 to 5,000 lbs.	\$1,500 U.S.
5,001 lbs. and over	Call Sales for quote
<i>Note: Charge includes brokerage fees</i>	

## Other shipping methods/charges

For orders shipped via FedEx service, any applicable shipping charges include brokerage fees.

If the order must ship in multiple shipments because of back orders, any applicable brokerage fee will be added to the first shipment invoiced; applicable duties, taxes and shipping charges will be added to invoices for each shipment (no additional brokerage fees).

For Canadian orders that are not or cannot be brokered through AutomationDirect, including vendor-shipped items from any location other than our Cumming, GA warehouse, you must make arrangements with your own broker regarding these items. Also, if you wish to bill your own account number or use your own broker, you should not select the AutomationDirect brokered option. Canadian customers are responsible for all duties, brokerage and applicable country taxes if the broker is specified by the customer.

# Shipping Terms - Canada

## Canada Shipping Terms

If order is placed using one of the brokerage service offered by AutomationDirect, orders will be shipped FCA Buyer's premises. Buyer shall have no liability for delays, damage, or delivery failures occurring after the product is delivered to the carrier. Seller is solely liable for demurrage charges assessed at the destination. Product shortages and visibly damaged or defective products must be reported to Seller within 48 hours of delivery. Buyer may not withhold payment on uncontested product deliveries. This includes vendor-shipped items.

If orders are shipped non-brokered, then the shipment will be sent FCA Seller's premises. AutomationDirect shall have no liability for delays, damage, or delivery failures occurring after the product is delivered to the carrier. Buyer is solely liable for demurrage charges assessed at the destination, along with brokerage, duties and taxes.

Product shortages and visibly damaged or defective products must be reported to Seller within 48 hours of delivery. Buyer may not withhold payment on uncontested product deliveries. This includes vendor-shipped items.

## Non-brokered Options

If you do not choose one of our brokered options then we, AutomationDirect, will not charge duties and taxes and you or the recipient will be the importer of record and must comply with all laws and regulations of the destination country. It will be your responsibility as the importer of record to make sure that the products you have ordered are imported lawfully and that all destination country Customs regulations are followed. In addition when exporting from the United States products, technologies or software that you have purchased from AutomationDirect must be done in accordance with the Export Administration Regulations. Diversion contrary to U.S. law is prohibited. Orders shipped outside of the United States may be subject to import taxes, customs duties and fees charged by the destination country. The recipient of an international shipment may be subject to such, customs duties, import taxes, and fees, which are charged once a shipment reaches the recipient's country. Additional charges for customs clearance, brokerage fees, must be accepted by the recipient. We have no control over these charges and cannot predict what they may be. Customs policies vary widely from country to country; for additional information you should contact your local customs office. When customs clearance procedures are required, it can cause delays beyond our original delivery estimates.

## Brokered Options

AutomationDirect.com, Inc. offers customers customs, duties and taxes estimation during checkout and customs clearance on your behalf for certain eligible items.

When eligible products are shipped from AutomationDirect.com, Inc., using one of our brokered options, an estimate of the duties and taxes will be charged on the items in your order for shipments to countries outside of the U.S. With your authorization, these funds are used by the carrier or another agent to pay the duties and taxes on your behalf, or the recipient's behalf to the appropriate authorities of the destination country. The payment of customs, duties and taxes is the responsibility of the importer and is charged based on the laws of the country into which the products are being shipped. The estimation of the duties and taxes provided is not an actual calculation and could change at any point. Customs regulations and tax rates applicable to certain goods may change between the date the taxes and duties were estimated and the applicable taxes and duties on the date of import into the destination

country. The duty or tax rate is often determined by the classification of a good, which can vary by country and region.

If the actual duties and taxes paid by the carrier, on behalf of the recipient to the customs and tax authorities of the destination country, are higher than the duties and taxes originally estimated and collected by us, AutomationDirect.com, Inc., on your behalf, you will receive an email notification confirming the amount still owed as well as an invoice showing the amount still owed. We will collect these additional charges using the same payment method that was used on the original order. This process could take up to 90 days from shipment date.

If the actual duties and taxes paid by the carrier on behalf of the recipient to the customs and tax authorities of the destination country are less than the estimated duties and taxes collected by us, AutomationDirect.com, Inc., on your behalf, you will be automatically refunded the difference. The refund will be given using the same payment method you used for the order. In addition, you will also receive an email notification confirming the amount of the refund. This process could take up to 90 days from the shipment date as well.

## Customs, Brokerage, Duties and Taxes for Brokered Shipments

With respect to each item for which duties and taxes have been estimated, you authorize us, AutomationDirect to designate a Customs Broker to act as the agent on your shipment with the relevant customs and tax authorities in the destination country, to clear your merchandise through the customs as well as to process and pay the duties and taxes for the ordered items.

The pre-calculated duties and taxes provided at checkout on the webstore or by one of our Sales Associates merely represents an estimation of the actual duties and taxes that will be charged on the items in your order for shipment to countries outside of the U.S. By placing your order, you agree to allow AutomationDirect.com, Inc. to collect the estimated duties and taxes for the applicable items in your order. This will be used, on your behalf, to cover the duties and taxes that the designated broker has paid on your behalf to the appropriate authorities of the destination country.

You further agree that the designated broker may disclose to AutomationDirect.com, Inc. the amount of actual duties and taxes charged on the item(s) you have purchased. In the event that the estimated duties and taxes exceed the actual duties and taxes paid, AutomationDirect will refund the difference to you. In the event that the estimated duties and taxes is less than what is collected by the destination country customs authorities then AutomationDirect will send you an invoice for the additional amount owed and will use the same payment method chosen during checkout to collect the additional amount owed.

In the case of purchases made on behalf of another recipient, you also agree to authorize AutomationDirect.com, Inc. to act on behalf of the recipient designated in your order.

To obtain details regarding the actual duties and taxes paid, or to obtain documentation or receipts in connection with customs clearance, you may contact us at :

TrafficCoordinator@automationdirect.com.

These terms and conditions are in addition to the standard Conditions of Use of the AutomationDirect Web site.

Please note that any order that is crossing borders and/or going internationally is subject to opening and inspection by customs and/or postal authorities. We cannot prevent or stop this from happening and have no control over when customs or postal authorities decide to open and

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inspect shipments. If your shipment is chosen to be inspected this could cause delays in our original delivery estimates.

Please also note that we are required to provide certain order, shipment, and product information, such as titles, to customs and/or postal authorities upon request, and such information will be communicated by the broker in order to facilitate customs clearance and comply with local laws.

## International Returns

Please note that the above terms also apply to the shipment of any replacement product that might be shipped if there is a problem with the original shipment. If you return a product to us, you will be the exporter from the original shipping destination responsible for compliance with all export laws of that country. Title and risk of loss transfer to us upon receipt. To ensure that your shipment and your return is not held up in Customs please verify that the Commercial Invoice provided to you by our Returns Department accompanies the shipment returning back to AutomationDirect.com, Inc. Failure to do so could result in non-compliance with Customs Regulations, as well as increased fees and delays as a result. Should you require additional assistance with this process please contact our returns department [ragroup@automationdirect.com](mailto:ragroup@automationdirect.com).

If the order is a replacement item, or free of charge item, the package is marked as so, but the cost of the item is still stated per U.S. Customs requirements.

# Order/Shipment Processing - Canada

Orders for in-stock items can generally be shipped within one business day if paid by credit card or approved credit. The chart below addresses the carrier, product and shipping origination variations that can affect order deadline/shipment schedule, particularly if requesting expedited service. Customer will receive an Order Acknowledgement when the order is entered for processing; a Shipping Acknowledgement will be sent when the order is released for shipment.

To determine product availability and shipping options, the price list or Web store will indicate if an item is stocked at and shipped from Cumming, Georgia (no indication or "stock"), or is a lead-time (non-stock) or vendor-shipped item. There will also be an indication if the product is an item that must be shipped via freight (LTL) due to weight or size.

Orders for in-stock items placed before 6 p.m. ET* on regular business days will ship the same day when selecting/receiving these Shipping methods:	Orders for in-stock items placed on regular business days will ship the following business day when selecting/receiving these Shipping methods:
<b>Stock products from AutomationDirect's Cumming, GA warehouses:</b>	<b>Stock products from AutomationDirect's Cumming, GA warehouses:</b>
FedEx International Priority	FedEx International Economy
FedEx International Economy (free shipping option only)	FedEx Freight Priority/LTL
* exceptions noted	
<b>Applicable Notes: 1, 2, 3, 4, 5*, 6*</b>	<b>Applicable Notes: 1, 2, 3, 4</b>

  

Orders for items drop-shipped from Vendor locations, placed on a regular business day:
<b>Stock products from drop-ship vendors:</b>
Small Package Orders Only - ship the same day if ordered by 4 p.m. ET
Items requiring LTL shipping - ship the next business day if ordered by 6 p.m. ET
<b>Non-stock products from drop-ship vendors may have lead times up to 20 business days; order deadlines do not apply. See Web site for lead times on vendor-shipped Wiegmann, Attabox, Stahlin, Saginaw and Hammond enclosures.</b>
<b>Applicable Notes: 1, 2, 4</b>
<b>Additional Note: Vendor-shipped items cannot be picked up from our Cumming GA warehouse, nor can vendor-shipped items be picked up from the vendor's warehouse. Items are shipped directly to the customer's shipping address.</b>

## Notes on shipping and delivery

- For stock items and orders with approved credit or paid by credit card. All orders ship partial unless otherwise specified. We do not ship on Saturday, Sunday or national or company holidays.
- Our shipment methods do not allow delivery to Post Office Box addresses.
- UPS shipping methods are not available to Canada.
- For freight (LTL) orders, customer must have fork lift and receiving dock, or additional charges may be charged by freight service.
- Certain engineered parts, such as cut-to-length aluminum rail, will not ship (or be available for pickup) until the following business day.
- Cut-to-length cable orders must be placed by 4pm ET to ship same day by these methods.

Orders paid for by credit card or an established credit account in good standing will be processed without delay. New customers opening a credit account should allow up to two business days to verify credit information.

If your credit card is declined for the order amount, your established account goes over your limit, or a payment is past due, your order may be delayed. Please contact Accounting to resolve issues (770-889-7588, 9 a.m. to 6 p.m. ET, or ar@automationdirect.com).

- We do not guarantee delivery times of the carriers. AutomationDirect is not responsible for carrier delays due to weather, mechanical failures or other issues
- We do not ship orders COD; we do offer prepayment by several methods.
- All shipments are subject to stock availability.
- Due to shipper restrictions, we cannot ship to P.O. boxes.