

# Shipping Options - Continental U.S.

## 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 UPS or FedEx.) For certain heavy orders, we use LTL carriers. LTL freight charges for additional services such as lift gate or residential, where applicable, are added to your invoice. All items ship from USA warehouses.

## Shipping methods

- **Best Way (2-day delivery) \*** - We use a mix of FedEx services that allow us to make delivery within 2 business days (or less, depending on destination), for in-stock items. This method is free on orders over \$49, and \$10 flat fee for orders \$49 and under.
- \* **Days to delivery are calculated based on regular business days and do not include weekends or holidays. Some LTL and vendor-shipped items have longer transit times and may not meet 2-day delivery schedule.**
- **LTL** - Certain items and orders must ship out less-than-trailer load (LTL). Items shipping LTL directly from an AutomationDirect warehouse or from 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 First Overnight®** - first thing the next-business-day morning. (Next-business-day delivery by 8, 8:30, 9 or 10 a.m., depending on destination ZIP code) For complete details, please visit: [FedEx Shipping Options](http://bit.ly/fxusa) at <http://bit.ly/fxusa>
- **FedEx Priority Overnight®** - next-business-day morning. (Next-business-day delivery by 10:30 a.m. to most U.S. addresses; by noon, 4:30 p.m. or 5 p.m. in remote areas; by noon, 1:30 p.m. or 4:30 p.m. on Saturday). For complete details please visit: [FedEx Shipping Options](http://bit.ly/fxusa) at <http://bit.ly/fxusa>
- **FedEx Standard Overnight®** - next-business-day afternoon. (Next-business-day delivery by 3 p.m. to most U.S. addresses; by 4:30 p.m. to rural areas). For complete details, please visit: [FedEx Shipping Options](http://bit.ly/fxusa) at <http://bit.ly/fxusa>
- **FedEx Custom Critical®** - Direct, door-to-door, shipping in exclusive-use vehicles, available to any address, at any time. Freight and Small Package options available. For complete details, please visit: [FedEx Shipping Options](http://bit.ly/fxusa) at <http://bit.ly/fxusa>  
**This option is only available for phoned-in orders and is not available for vendor-shipped items.**
- **FedEx Express Freight Services®** - Time-definite delivery of palletized freight overnight or in 2 or 3 days. Shipments are rated based on distance and billable weight, not on lanes. There are no hidden charges and lift-gate service is complimentary. For complete details, please visit: [FedEx Express Freight](http://bit.ly/fxxfru) at <http://bit.ly/fxxfru>  
**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 location 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. To determine if your zip code is valid and for complete details please 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

**UPS Ground** - If you require your order to be shipped via UPS, you will need to supply your UPS account number. This is the only UPS shipping option available..

**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 a number of 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: Air services vary by zip code. Check delivery services for your area before ordering. 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

Because we ship FOB origination within the U.S., the risk of loss transfers to you when we deliver the goods to the carrier. Insurance is available at your expense to insure against loss or unusual damage (*not currently available for online orders*). **It is not included in the shipping charges.** Your Customer Service teamer can calculate the cost of insurance at the time you place your order; 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.

## 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.

## Tracking Shipments

Tracking numbers are 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*). To track your order online, log in at 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/complianceandenforcement/liststocheck.htm>

## 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*).
- 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 buried in packing.
- 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 shows your shipment has been delivered but you have not received it, you must contact us within 14 business days of the published delivery date for FedEx shipments and 10 business days for UPS shipments. Otherwise, we will likely not be able to recover your order from the carrier, and a replacement order would be at your expense. Replacement order must ship to a business address requiring a signature or a carrier location for pick-up.

# Shipping & other Charges - Continental U.S.

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

Free 2-day delivery\* is available for orders \$49 and over shipped within the continental U.S., typically shipped via our choice of carrier; **2-day delivery time does not apply for LTL shipping of heavy items/orders.**

Shipping on orders under \$49 are charged a flat \$10 fee and are shipped via our 2-day delivery service (as a default; you may choose alternate delivery services if needed, shipping charges adjusted accordingly). All other shipping services (*such as expedited*), are calculated based on order weight. Check carriers' Terms and Conditions for surcharges that may apply.

Certain heavy/large orders or items must ship via LTL (*truck*). 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. You must have a loading dock to receive shipment, or

you must 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.

If your order is 100 lbs. or over, and does not contain any "LTL Only" items, you will still receive free shipping if you choose to "opt in" to palletizing your order.

**\* Days to delivery are calculated based on regular business days and do not include weekends or holidays..**

# Order/Shipment Processing - Continental U.S.

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>                                                                           |
| GA Best way/Free (only available for orders shipping within Georgia)                                                                                | Best way/Free (Delivery of 2 business days from placement of order)                                                                             |
| GA Freight (only available for orders shipping within Georgia)                                                                                      | FedEx 2Day                                                                                                                                      |
| FedEx First Overnight                                                                                                                               | FedEx Ground (continental U.S. only)                                                                                                            |
| FedEx Priority Overnight.                                                                                                                           | UPS Ground (continental U.S. only)                                                                                                              |
| FedEx Standard Overnight                                                                                                                            | FedEx Freight Priority/LTL                                                                                                                      |
| FedEx 1-Day Express Freight (must order by noon)                                                                                                    | FedEx 2- or 3-Day Express Freight)                                                                                                              |
| * exceptions noted                                                                                                                                  |                                                                                                                                                 |
| Applicable Notes: 1, 2, 4, 5*, 6*                                                                                                                   | Applicable Notes: 1, 2, 3, 4                                                                                                                    |

  

| Orders for items drop-shipped from Vendor locations, placed on a regular business day:                                                                                                                                         | Orders for in-stock items for pickup, placed on a regular business day:                                                                                                                                                                                                                     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Stock products from drop-ship vendors:</b>                                                                                                                                                                                  | <b>Stock products from AutomationDirect's Cumming, GA warehouses:</b>                                                                                                                                                                                                                       |
| Small Package Orders Only - ship the same day if ordered by 4 p.m. ET                                                                                                                                                          | Customer Pickup (must be placed by 3 p.m. ET for same day pickup)                                                                                                                                                                                                                           |
| Items requiring LTL shipping - ship the next business day if ordered by 6 p.m. ET                                                                                                                                              | Courier Pickup (must be placed by 3 p.m. ET for same day pickup)                                                                                                                                                                                                                            |
| 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.  | We require approximately 2 hours to process your order and have it available for pickup.                                                                                                                                                                                                    |
| Applicable Notes: 1, 2, 4                                                                                                                                                                                                      | Normal pickup hours are from 9:00 a.m. to 5:00 p.m. ET. Our offices close at 5:00 p.m. If you receive this notice after closing time or on a non-business day, your order will be ready for pickup at 9:00 a.m. ET the next business day. Pickups are not available on weekends or holidays |
| 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. | Orders must be paid in advance, and must be picked up at the main entrance at either:<br>3505 Hutchinson Rd, Cumming, GA 30040 or<br>4555 Church Rd, Cumming, GA 30028                                                                                                                      |
|                                                                                                                                                                                                                                | Please note the exact pickup address(es) will be included in your confirmation email and may include both addresses.                                                                                                                                                                        |
|                                                                                                                                                                                                                                | Applicable Notes: 1, 5                                                                                                                                                                                                                                                                      |

## 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 in the U.S.
- Customer-selected UPS is only available if using customer's account number.
- 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.