

# 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.

## Shipping methods

- **Ground** (delivery time depends on where you live in relationship to our Cumming, GA location; or, for drop-shipped items, point of origin)
- **Standard 2-day (transit)** \* - We use our choice of carrier and a combination of ground, air and LTL services that allow us to reach any U.S. destination within 2 days transit time (or less).

**\* This method is available for orders that do not require LTL shipping. It is NOT available for drop-shipped items. Shipping date is not included as a transit day. Transit days are calculated based on regular business days and do not include weekends or holidays.**

- **LTL** - Certain items and orders must ship out less-than-trailer load (LTL). Those items that must ship out LTL from our Cumming, GA warehouse will be shipped via FedEx Freight Priority. (Drop-ship items may ship out through other carriers.) Any order that has an LTL item on it will automatically be converted to ship out as LTL. In order for items to ship separately from the LTL item, you must call in and specifically request this. For any LTL order, additional charges may apply for residential deliveries as well as those needing a liftgate. 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**<sup>®</sup> - 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**<sup>®</sup> - 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**<sup>®</sup> - 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 2Day**<sup>™</sup> - 2 business days: (in 2 business days by 4:30 p.m. to most areas and businesses, by 7 p.m. to residences). For complete details, please visit: [FedEx Shipping Options](http://bit.ly/fxusa) at <http://bit.ly/fxusa>
- **FedEx Home Delivery**<sup>™</sup> - Available to all residential addresses. Delivery is available between Tuesday–Saturday and can be made between 9 a.m. and 8 p.m. Cannot deliver to P.O. boxes. For complete details, please visit: [FedEx Shipping Options](http://bit.ly/fxusa) at <http://bit.ly/fxusa>
- **FedEx Custom Critical**<sup>™</sup> - 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.**

- **FedEx Express Freight Services**<sup>®</sup> - 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/fxfxru) at <http://bit.ly/fxfxru>

**This option is only available for phoned-in orders.**

- **FedEx SameDay**<sup>™</sup> - Door to door within hours, depending on availability. 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.**

- **FedEx Freight Priority**<sup>™</sup> - 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

**Notes:** If you require your order to be shipped via UPS, you will need to supply your UPS account number. Only UPS-defined shipping methods are available when requesting UPS shipping.

**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 I-check.**

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

## Orders shipped

After receipt of your order, all ground, next-day, second-day, and air orders entered before the shipping deadline will generally be shipped the same day for items direct shipped from our Georgia warehouse (see "U.S. Shipping Deadlines" on page TC-6 for details and exceptions, including drop-ships from other suppliers). If received after the shipping deadline, your order will generally be shipped the following business day. If you're a new customer opening a credit account, allow up to two business days to verify credit information. Backorders will automatically ship (via the same method as the original shipment) when the product is in stock, with no additional delivery charges.

**Note, in order to receive same-day shipping, you must be paying via credit card or an established credit account in good standing. I-checks can be delayed due to bank processing time.**

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 our Accounting department to resolve any issues (call 770-889-7588, 9 a.m. to 6 p.m. EST, or email us at [ar@automationdirect.com](mailto:ar@automationdirect.com)).

## 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 automatically included in the shipping charges. Your Sales 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.

# Shipping Options - Continental U.S.

## Tracking Shipments

Tracking numbers are generated and available soon after we process your order from our facility (tracking from drop-shipment 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", then "Processed Orders/Tracking". Choose the appropriate order and press the "+" key to expand. 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>

# Shipping & other Charges - Continental U.S.

## Shipping charges - Continental U.S.

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

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

Shipping on orders under \$49 are charged a flat \$6 fee and are shipped ground service (you may choose alternate delivery services if needed, shipping charges added accordingly). All other shipping services (*such as expedited*), are calculated based on order weight. Also, please review all notes on this page regarding possible surcharges. Check carriers' Terms and Conditions for other surcharges that may apply.

Certain heavy orders or items must ship via LTL (*truck*). To determine if an item requires LTL shipping, check the "Availability" column of the printed or online price list; 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.

## 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.** We have received many calls where 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.

## Other notes on shipping and delivery

The following are surcharges for specific situations:

- **Fuel surcharges apply;** these are charged by the carrier and are added to any shipping charges at checkout.
- **Extended delivery area surcharges** (*locations considered remote*)

Air shipments - Continental U.S.

- Add \$15 surcharge for Saturday delivery. (*Requires the selection of overnight service, and can only be selected between 6 p.m. Thursday and 6 p.m. Friday.*)
- This service is only available to commercial addresses.**

**Note:** *These rates could change without notice. AutomationDirect charges same surcharge as carrier at the time of shipment.*

Other notes/guidelines/restrictions on delivery times:

- All shipments are subject to stock availability.
- **\* We do not guarantee delivery times of the carriers. AutomationDirect is not responsible for carrier delays due to weather, mechanical failures or other issues.**
- Due to shipper restrictions, we cannot ship to P.O. boxes.
- All air services vary by zip code. Check delivery services for your area before ordering.

# Shipping Deadlines - Continental U.S.

## Same-day Shipping Deadlines

Orders for in-stock items can generally be shipped the same day if paid by credit card or approved credit. The chart below addresses the carrier, product and shipping origination variations that can affect the order deadline.

To determine product availability, 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).

AutomationDirect Same-Day Shipping Deadline Chart to Continental U.S. (all times EST) <sup>1</sup>					
Product Type	Shipment Type	FedEx	UPS	FREIGHT (LTL) <sup>8</sup>	Customer Pick-Up (at AutomationDirect, Cumming, GA only)
<b>Stock products from AutomationDirect, Cumming, GA</b> <sup>1</sup>	<b>Std. carrier</b>	6 p.m.	4 p.m. <sup>6</sup>		5 p.m.
	<b>Freight (LTL)</b>			4 p.m.	5 p.m.
<b>Enclosures</b> <sup>2</sup> (all vendor-shipped)	<b>Std. Carrier</b>	4 p.m. <sup>4</sup>	4 p.m. <sup>4</sup>		NA <sup>7</sup>
	<b>Freight (LTL)</b>			4 p.m. <sup>4</sup>	NA <sup>7</sup>
<b>Marathon motors</b> <sup>3</sup> (if vendor-shipped)	<b>Std. carrier</b>	All vendor-shipped Marathon motors currently have lead times up to 10 business days (may change without notice); same-day shipping deadlines do not apply			NA <sup>7</sup>
	<b>Freight (LTL)</b>				NA <sup>7</sup>

### Notes

1. Applies to 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.
2. All enclosures are vendor-shipped directly from their manufacturing location. See catalog or Web to determine if item must ship via freight due to weight or size.
3. Applies to vendor-shipped Marathon motors only; see catalog or Web to determine if your items are in-stock motors (shipped from our Cumming, GA warehouse, where stock product ordering deadlines apply) or vendor-shipped. See catalog or Web to determine if item must ship via freight.
4. Enclosure orders ship complete from vendor (when all enclosure parts are available). See catalog or Web to determine if your items have lead times that may affect shipment release.
5. FedEx does not deliver to Post Office Box addresses in the U.S.
6. Customer-selected UPS is only available if using customer's account number.
7. Vendor-shipped items cannot be picked up from our Cumming, Georgia warehouse. Items are shipped directly to the customer's shipping address.
8. Customer must have fork lift and receiving dock, or additional charges may be charged by freight service.

# 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 UPS or FedEx.) For certain heavy orders, we use LTL carriers. The LTL freight charges, where applicable, are added to your invoice.

## Shipping methods

- **FedEx International Ground**<sup>®</sup> (delivery time depends on where you live in relationship to our Cumming, GA location; or, for drop-shipped items, their point of origin)
- **Standard 2-day (transit)**<sup>\*</sup> - We use our choice of carrier and a combination of ground, air and LTL services that allow us to reach most Canadian destinations within 2 to 3 days transit time (*or less*). (If you are located outside the major population areas, your order may take longer.)
  - \* This method is available for orders that do not require LTL shipping. It is NOT available for drop-shipped items. Shipping date is not included as a transit day. Transit days are calculated based on regular business days and do not include weekends or holidays.**
- **LTL** - Certain items and orders must ship out less-than-trailer load (LTL). Those items that must ship out LTL from our Cumming, GA warehouse will be shipped via FedEx Freight Priority. (Drop-ship items may ship out through other carriers.) Any order that has an LTL item on it will automatically be converted to ship out as LTL. In order for items to ship separately from the LTL item, you must call in and specifically request this. For any LTL order, additional charges may apply for residential deliveries as well as those needing a liftgate. 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/fxtmap) at <http://bit.ly/fxtmap>

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**<sup>®</sup> - 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.**
- **FedEx International Next Flight**<sup>®</sup> - 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.**
- **FedEx International Priority**<sup>®</sup> - 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**<sup>®</sup> - 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**<sup>®</sup> - 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.**

- **FedEx Express Freight Services**<sup>®</sup> - 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, visit:

[FedEx International Freight](http://bit.ly/fxinf) at <http://bit.ly/fxinf>

**This option is only available for phoned-in orders.**

- **FedEx Freight Priority**<sup>®</sup> - 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 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/fxtmap) at <http://bit.ly/fxtmap> 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

**Notes:** If you require your order to be shipped via UPS, you will need to supply your UPS account number. Only UPS-defined shipping methods are available when requesting UPS shipping.

**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 I-check.**

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

## Orders shipped

After receipt of your order, all ground, next-day, second-day, and air orders entered before the shipping deadline will generally be shipped the same day for items direct shipped from our Georgia warehouse (see "Shipping Deadlines" on page TC-12 for details and exceptions, including drop-ships from other suppliers). If received after the shipping deadline, your order will generally be shipped the following business day. If you're a new customer opening a credit account, allow up to two business days to verify credit information. Backorders will automatically ship (*via the same method as the original shipment*) when the product is in stock, with no additional delivery charges.

**Note, in order to receive same-day shipping, you must be paying via credit card or an established credit account in good standing. I-checks can be delayed due to bank processing time.**

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 our Accounting department to resolve any issues (call 770-889-7588, 9 a.m. to 6 p.m. EST, or email us at [ar@automationdirect.com](mailto:ar@automationdirect.com)).

## 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 Sales 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.

# Shipping Options - Canada

## Tracking Shipments

Tracking numbers are generated and available soon after we process your order from our facility (tracking from drop-shipment 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", then "Processed Orders/Tracking". Choose the appropriate order and press the "+" key to expand. 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*).
- For shipments to Canada, timely delivery cannot be guaranteed as they can be delayed in customs.
- Check with your receiving department. We have received many calls where 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.

# Shipping and other Charges - Canada

## 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 (*UPS or FedEx accounts only*).

Free standard 2-day (transit)\* 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. 2-day transit time does not apply for LTL shipping of heavy items/orders or drop-shipped items.

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

Also, please review all notes on this page regarding possible surcharges. Check carriers' Terms and Conditions for other surcharges that may apply.

Certain heavy 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 "Availability" column of the printed or online price list; LTL shipment may be assigned automatically for a heavy order.

Heavy items requiring LTL transit **always** incur shipping charges, however, their value is used to calculate if an order is \$49 or over total. Heavy orders which would otherwise qualify for free shipping may require LTL transit and thus an LTL shipping charge. 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 drop-ship 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.

Note that if you allow AutomationDirect to broker the LTL shipment, you can take advantage of our flat rate charge based on weight; charge includes freight costs to the specified address on the order, and brokerage fees. With the flat rate option, duties and taxes will be added to the order at checkout. 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 drop-ship 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.

**\* We do not guarantee delivery times of carriers. AutomationDirect is not responsible for carrier delays due to weather, mechanical failures or other issues.**

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
<b>Note: Charge includes brokerage fees</b>	

## Other shipping methods/charges

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

For orders \$49 U.S. and over, brokerage fees are included, and AutomationDirect nominates the broker.

If you desire to select standard ground service shipping method to Canada, you can choose to allow AutomationDirect to nominate a broker for your shipment. This can save on brokerage fees; see below for guidelines. When using this option, all brokerage, duties, taxes and applicable shipping charges are calculated when you place your order. Choosing ground service will always incur shipping charges, regardless of order value.

### Small Package Brokerage Fee Breakdown

- Orders \$500 U.S. and under incur a flat \$15 brokerage fee, plus applicable duties, taxes and shipping charges
- Orders from \$500.01 to \$1,600.00 U.S. incur a flat \$27 brokerage fee, plus applicable duties, taxes and shipping charges
- Orders over \$1,600.00 U.S. incur a flat \$60 brokerage fee, plus applicable duties, taxes and shipping charges

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 drop-ship 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. In addition, to help streamline the brokering process if you are brokering your own shipment, please provide AutomationDirect with your broker's name and telephone number so we can ensure that it is added to the paperwork. Canadian customers are responsible for all duties, brokerage and applicable country taxes if the broker is specified by the customer.

## Other notes on delivery times

- All shipments are subject to stock availability.

# 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 drop-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 drop-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.

# Shipping Terms - Canada

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 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.

Company  
InformationControl Systems  
Overview

CLICK PLC

Do-More  
PLCsDo-More H2  
PLCDo-More T1H  
PLCDirectLOGIC  
PLCsDirectLOGIC  
DL05/06DirectLOGIC  
DL105DirectLOGIC  
DL205DirectLOGIC  
DL305DirectLOGIC  
DL405Productivity  
ControllerProductivity  
3000Universal  
Field I/O

Software

C-More  
HMIC-More Micro  
HMIViewMarq  
Industrial  
Marquees

Other HMI

Communications

Appendix  
Book 1Terms and  
Conditions



# Shipping Deadlines - Canada

## Same-day Shipping Deadlines

Orders for in-stock items can generally be shipped the same day if paid by credit card or approved credit. The chart below addresses the carrier, product and shipping origination variations that can affect the order deadline.

To determine product availability, 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).

<b>AutomationDirect Same-Day Shipping Deadline Chart to Canada (all times EST) <sup>1</sup></b>					
<b>Product Type</b>	<b>Shipment Type</b>	<b>FedEx</b>	<b>UPS</b>	<b>FREIGHT (LTL) <sup>8</sup></b>	<b>Customer Pick-Up (at AutomationDirect, Cumming, GA only)</b>
<b>Stock products from AutomationDirect, Cumming, GA <sup>1</sup></b>	<b>Std. carrier</b>	6 p.m.	4 p.m. <sup>6</sup>		5 p.m.
	<b>Freight (LTL)</b>			4 p.m.	5 p.m.
<b>Enclosures <sup>2</sup> (all vendor-shipped)</b>	<b>Std. Carrier</b>	4 p.m. <sup>4</sup>	4 p.m. <sup>4</sup>		NA <sup>7</sup>
	<b>Freight (LTL)</b>			4 p.m. <sup>4</sup>	NA <sup>7</sup>
<b>Marathon motors <sup>3</sup> (if vendor-shipped)</b>	<b>Std. carrier</b>	All vendor-shipped Marathon motors currently have lead times up to 10 business days (may change without notice); same-day shipping deadlines do not apply			NA <sup>7</sup>
	<b>Freight (LTL)</b>				NA <sup>7</sup>

### Notes

1. Applies to 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.
2. All enclosures are vendor-shipped directly from their manufacturing location. See catalog or Web to determine if item must ship via freight due to weight or size.
3. Applies to vendor-shipped Marathon motors only; see catalog or Web to determine if your items are in-stock motors (shipped from our Cumming, GA warehouse, where stock product ordering deadlines apply) or vendor-shipped. See catalog or Web to determine if item must ship via freight.
4. Enclosure orders ship complete from vendor (when all enclosure parts are available). See catalog or Web to determine if your items have lead times that may affect shipment release.
5. FedEx cannot deliver to Post Office Box addresses.
6. Customer-selected UPS is only available if using customer's account number.
7. Vendor-shipped items cannot be picked up from our Cumming, Georgia warehouse. Items are shipped directly to the customer's shipping address.
8. Customer must have fork lift and receiving dock, or additional charges may be charged by freight service.

# Shipping Options - Hawaii and Alaska

## 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. The LTL freight charges, where applicable, are added to your invoice.

## Shipping methods

- **Standard 2-day (transit) \*** - We use our choice of carrier and air services that allow us to reach most Hawaii and Alaska destinations within 2 days transit time.
  - **\* Available for orders that do not require LTL shipping. It is NOT available for drop-shipped items. Shipping date not included as a transit day. Transit days calculated based on regular business days, not including weekends or holidays.**
  - **LTL** - Certain items and orders must ship out less-than-trailer load (LTL). Those items that must ship out LTL from our Cumming, GA warehouse will be shipped via FedEx Freight Priority. (Drop-ship items may ship out through other carriers.) For transit times from our Cumming, GA location, visit: [FedEx Transit Time Map](http://bit.ly/fxtmap) at <http://bit.ly/fxusf> for freight details
- Orders that require LTL shipping must be called in as all LTL shipments will incur shipping charges. To obtain a freight quote, please call 1-800-633-0405.
- 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, 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 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, visit: [FedEx Shipping Options](http://bit.ly/fxusa) at <http://bit.ly/fxusa>
  - **FedEx 2Day™** - 2 business days: (in 2 business days by 4:30 p.m. to most areas and businesses, by 7 p.m. to residences). For complete details, visit: [FedEx Shipping Options](http://bit.ly/fxusa) at <http://bit.ly/fxusa>
  - **FedEx Home Delivery™** - Transit time is 3 to 7 business days; available to all residential addresses. Delivery is available between Tuesday-Saturday and can be made between 9 a.m. and 8 p.m. Cannot deliver to P.O. boxes. For complete details, 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, visit: [FedEx Shipping Options](http://bit.ly/fxusa) at <http://bit.ly/fxusa>  
**This option is only available for phoned-in orders.**
  - **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, visit: [FedEx Express Freight](http://bit.ly/fxusa)  
**This option is only available for phoned-in orders.**

- **FedEx SameDay®** - Door to door within hours, depending on availability. Freight and Small Package options available. For complete details, visit: [FedEx Shipping Options](http://bit.ly/fxusa) at <http://bit.ly/fxusa>  
**This option is only available for phoned-in orders.**

- **FedEx Freight®: Priority and Economy** options are available. For complete details visit: [FedEx Transit Time Map](http://bit.ly/fxtmap) at <http://bit.ly/fxtmap> for transit times [FedEx Freight](http://bit.ly/fxusf) at <http://bit.ly/fxusf> for freight details

**Notes:** If you require your order to be shipped via UPS, you will need to supply your UPS account number. Only UPS-defined shipping methods are available when requesting UPS shipping.

**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 I-check.**

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

## Orders shipped

After receipt of your order, all ground, next-day, second-day, and air orders entered before the shipping deadline will generally be shipped the same day for items direct shipped from our Georgia warehouse (see "Shipping Deadlines" on page TC-15 for details and exceptions, including drop-ships from other suppliers). If received after the shipping deadline, your order will generally be shipped the following business day. If you're a new customer opening a credit account, allow up to two business days to verify credit information. Backorders will automatically ship (*via the same method as the original shipment*) when the product is in stock, with no additional delivery charges.

**Note, in order to receive same-day shipping, you must be paying via credit card or an established credit account in good standing. I-checks can be delayed due to bank processing time.**

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 our Accounting department to resolve any issues (call 770-889-7588, 9 a.m. to 6 p.m. EST, or email us at [ar@automationdirect.com](mailto:ar@automationdirect.com)).

## 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 automatically included in the shipping charges.** Your Sales 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.

# Shipping Options - Hawaii and Alaska

## Tracking Shipments

Tracking numbers are generated and available soon after we process your order from our facility (tracking from drop-shipment 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", then "Processed Orders/Tracking". Choose the appropriate order and press the "+" key to expand. 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.

## 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.** We have received many calls where 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.

# Shipping and other Charges - Hawaii and Alaska

## Shipping charges - Hawaii and Alaska

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

Free standard 2-day (transit)\* shipping is available for orders \$49 and over shipped to Alaska and Hawaii, which are typically shipped via our choice of carrier; **2-day transit time does not apply for LTL shipping of heavy items/orders or drop-shipped items.**

Shipping on orders under \$49 are charged a flat \$6 fee and are shipped ground service (you may choose alternate delivery services if needed, shipping charges added accordingly). All other shipping services (*such as expedited*), are calculated based on order weight. Also, **please review all notes on this page regarding possible surcharges. Check carriers' Terms and Conditions for other surcharges that may apply.**

Certain heavy orders or items must ship via LTL (*truck*). To determine if an item requires LTL shipping, check the "Availability" column of the printed or online price list. You must have a loading dock to receive shipment, or you must make other arrangements to unload shipment. Any additional charges incurred during delivery are your responsibility and will be invoiced back to you.

"LTL only" items shipping to Alaska and Hawaii will **always** incur a shipping charge. For your order to be processed, you must call our Sales department to receive an accurate shipping quote. If you wish to have your entire order shipped LTL ("palletized"), the entire shipping weight will be used to calculate shipping charges (forgoing free shipping of lightweight items/orders).

## Other notes on shipping and delivery

The following are surcharges for specific situations:

- **Fuel** surcharges apply; these are charged by the carrier and are added to any shipping charges at checkout.
- **Extended delivery area** surcharges (*locations considered remote*)

Air shipments - Hawaii and Alaska:

- Add \$15 surcharge for Saturday delivery. (*Requires the selection of overnight service, and can only be selected between 6 p.m. Thursday and 6 p.m. Friday.*)
- This service is only available to commercial addresses.**

**Note:** *These rates could change without notice. AutomationDirect charges same surcharge as carrier at the time of shipment.*

Other notes/guidelines/restrictions on delivery times:

- All shipments are subject to stock availability.
- **\* We do not guarantee delivery times of the carriers. AutomationDirect is not responsible for carrier delays due to weather, mechanical failures or other issues.**
- Due to shipper restrictions, we cannot ship to P.O. boxes.
- All air services vary by zip code. Check delivery services for your area before ordering.

# Shipping Deadlines - Hawaii and Alaska

## Same-day Shipping Deadlines

Orders for in-stock items can generally be shipped the same day if paid by credit card or approved credit. The chart below addresses the carrier, product and shipping origination variations that can affect the order deadline.

To determine product availability, 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).

AutomationDirect Same-Day Shipping Deadline Chart to Hawaii and Alaska (all times EST) <sup>1</sup>					
Product Type	Shipment Type	FedEx	UPS	FREIGHT (LTL) <sup>8</sup>	Customer Pick-Up (at AutomationDirect, Cumming, GA only)
Stock products from AutomationDirect, Cumming, GA <sup>1</sup>	Std. carrier	6 p.m.	4 p.m. <sup>6</sup>		5 p.m.
	Freight (LTL)			4 p.m.	5 p.m.
Enclosures <sup>2</sup> (all vendor-shipped)	Std. Carrier	4 p.m. <sup>4</sup>	4 p.m. <sup>4</sup>		NA <sup>7</sup>
	Freight (LTL)			4 p.m. <sup>4</sup>	NA <sup>7</sup>
Marathon motors <sup>3</sup> (if vendor-shipped)	Std. carrier	All vendor-shipped Marathon motors currently have lead times up to 10 business days (may change without notice); same-day shipping deadlines do not apply			NA <sup>7</sup>
	Freight (LTL)				NA <sup>7</sup>

## Notes

- Applies to 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.
- All enclosures are vendor-shipped directly from their manufacturing location. See catalog or Web to determine if item must ship via freight due to weight or size.
- Applies to vendor-shipped Marathon motors only; see catalog or Web to determine if your items are in-stock motors (shipped from our Cumming, GA warehouse, where stock product ordering deadlines apply) or vendor-shipped. See catalog or Web to determine if item must ship via freight.
- Enclosure orders ship complete from vendor (when all enclosure parts are available). See catalog or Web to determine if your items have lead times that may affect shipment release.
- FedEx does not deliver to Post Office Box addresses in the U.S.
- Customer-selected UPS is only available if using customer's account number.
- Vendor-shipped items cannot be picked up from our Cumming, Georgia warehouse. Items are shipped directly to the customer's shipping address.
- Customer must have fork lift and receiving dock, or additional charges may be charged by freight service. LTL shipping to Alaska and Hawaii always incurs a shipping charge; call for accurate quote.
- Free shipping is available on freight orders to a valid continental U.S. address if you would prefer to arrange for your own shipping. AutomationDirect cannot be held responsible for any damages after the item is signed for by the designated Consignee.

# Shipping Options - Puerto Rico

## 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. The LTL freight charges, where applicable, are added to your invoice.

## Shipping methods

- **Ground** (*delivery time depends on where you live in relationship to our Cumming, GA location; or, for drop-shipped items, their point of origin*)
- **LTL** - Certain items and orders must ship out less-than-trailer load (LTL). Those items that must ship out LTL from our Cumming, GA warehouse will be shipped via FedEx Freight. (Drop-ship items may ship out through other carriers.) For complete details, please visit: [FedEx International Freight](http://bit.ly/fxinf) at <http://bit.ly/fxinf>

"LTL only" items shipping to Puerto Rico will **always** incur a shipping charge. To obtain a freight quote, please call 1-800-633-0405.

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.

- Next-day air
- 2-day air
- Early a.m. (*only available in certain areas. Check shipper Web site to see if available in your area.*)
- Saturday (*available only in certain areas; requires selection of overnight service, and can only be selected between 6 p.m. Thursday and 6 p.m. Friday.*)

**Notes:** If you require your order to be shipped via FedEx, you will need to supply your FedEx account number. Only FedEx-defined shipping methods are available when requesting FedEx shipping.

**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 I-check.**

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

## Orders shipped

After receipt of your order, all ground, next-day, second-day, and air orders entered before the shipping deadline will generally be shipped the same day for items direct shipped from our Georgia warehouse (see "Shipping Deadlines" on page TC-18 for details and exceptions, including drop-ships from other suppliers). If received after the shipping deadline, your order will generally be shipped the following business day. If you're a new customer opening a credit account, allow up to two business days to verify credit information. Backorders will automatically ship (*via the same method as the original shipment*) when the product is in stock, with no additional delivery charges.

**Note, in order to receive same-day shipping, you must be paying via credit card or an established credit account in good standing. I-checks can be delayed due to bank processing time.**

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 our Accounting department to resolve any issues (call 770-889-7588, 9 a.m. to 6 p.m. EST, or email us at [ar@automationdirect.com](mailto:ar@automationdirect.com)).

## 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 automatically included in the shipping charges.** Your Sales 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 process your order from our facility (tracking from drop-shipment 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", then "Processed Orders/Tracking". Choose the appropriate order and press the "+" key to expand. 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.

## 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. We have received many calls where 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.

## 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>

# Shipping Options - Puerto Rico

## Shipping to and/or Using Freight Forwarders

If an order is placed on our Web store or via one of our sales associates and a freight forwarder is used as the buyer and/or consignee, the following terms will apply:

- Any damage, loss or missing pieces discovered after the freight forwarder has signed for the packages must be reported within 48 hours of the package being signed for by the freight forwarder. After 48 hours, AutomationDirect will no longer be responsible for any damage, loss or missing pieces that occurs to goods after they are delivered to the freight forwarder. This means that AutomationDirect is not able to provide a replacement of, or refund for, any goods delivered to a freight forwarder. Please instruct your freight forwarder to inspect all packages before signing and to refuse any packages that arrive damaged. Any items lost or damaged once the freight forwarder has taken possession of the package(s) will be your responsibility.
- You or your freight forwarder are solely responsible for ensuring compliance with all export and import regulations.

If this shipment was sent to a Freight Forwarder and you would like to export it then we require the following information to be emailed to [LogisticsCompliance@automationdirect.com](mailto:LogisticsCompliance@automationdirect.com) in order to provide you with export documentation:

Ultimate Consignee Address  
 Ultimate Consignee Company Name  
 Contact Name/Phone Number  
 End User Type  
 Country of Destination  
 Port of Unlading  
 Departure Date  
 Mode of Transport  
 Carrier

Conveyance Name  
 Freight Forwarder Information  
 Company Name  
 ID Number and Type  
 Contact Name and Phone Number  
 Address

- When exporting from the United States products, technologies or software that you have purchased from AutomationDirect, it must be done in accordance with the U.S. Export Administration Regulations as well as the import regulations of the destination country. Diversion contrary to U.S. law is prohibited.
- You or your freight forwarder are also responsible for following all IATA/ICAO/IMO rules and regulations for transporting any dangerous goods or hazardous material internationally.
- Drop Ship Items offered through authorized representatives that are exported by you through a freight forwarder fall under the same guidelines mentioned above.

# Shipping and other Charges - Puerto Rico

## Shipping charges - Puerto Rico

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

Free ground shipping is available for orders \$49 and over shipped to Puerto Rico, which are typically shipped via our choice of carrier.

Shipping on orders under \$49 are charged a flat \$6 fee and are shipped ground service (you may choose alternate delivery services if needed, shipping charges added accordingly). All other shipping services (*such as expedited*), are calculated based on order weight. Also, please review all notes on this page regarding possible surcharges. Check carriers' Terms and Conditions for other surcharges that may apply.

Certain heavy orders or items must ship via LTL (*truck*). To determine if an item requires LTL shipping, check the "Availability" column of the printed or online price list. You must have a loading dock to receive shipment, or you must make other arrangements to unload shipment. Any additional charges incurred during delivery are your responsibility and will be invoiced back to you.

"LTL only" items shipping to Puerto Rico will **always** incur an LTL shipping charge. For your order to be processed, you must call our Sales department to receive an accurate shipping quote. If you wish to have your entire order shipped LTL ("palletized"), the entire shipping weight will be used to calculate shipping charges (forgoing free shipping of lightweight items/orders).

## Other notes on shipping and delivery

The following are surcharges for specific situations:

- **Fuel** surcharges apply; these are charged by the carrier and are added to any shipping charges at checkout.
- **Extended delivery area** surcharges (*locations considered remote*)

Air shipments - Puerto Rico:

- Add \$15 surcharge for Saturday delivery. (*Requires the selection of overnight service, and can only be selected between 6 p.m. Thursday and 6 p.m. Friday.*)
- This service is only available to commercial addresses.**

**Note:** *These rates could change without notice. AutomationDirect charges same surcharge as carrier at the time of shipment.*

Other notes/guidelines/restrictions on delivery times:

- All shipments are subject to stock availability.
- **\* We do not guarantee delivery times of the carriers. AutomationDirect is not responsible for carrier delays due to weather, mechanical failures or other issues.**
- Due to shipper restrictions, we cannot ship to P.O. boxes.
- All air services vary by zip code. Check delivery services for your area before ordering.

# Shipping Deadlines - Puerto Rico

## Same-day Shipping Deadlines

Orders for in-stock items can generally be shipped the same day if paid by credit card or approved credit. The chart below addresses the carrier, product and shipping origination variations that can affect the order deadline.

To determine product availability, 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).

AutomationDirect Same-Day Shipping Deadline Chart to Puerto Rico (all times EST) <sup>1</sup>					
Product Type	Shipment Type	FedEx	UPS	FREIGHT (LTL) <sup>8</sup>	Customer Pick-Up (at AutomationDirect, Cumming, GA only)
<b>Stock products from AutomationDirect, Cumming, GA</b> <sup>1</sup>	<b>Std. carrier</b>	6 p.m. <sup>6</sup>	4 p.m. <sup>6</sup>		5 p.m.
	<b>Freight (LTL)</b>			4 p.m.	5 p.m.
<b>Enclosures</b> <sup>2</sup> (all vendor-shipped)	<b>Std. Carrier</b>	4 p.m. <sup>4</sup>	4 p.m. <sup>4</sup>		NA <sup>7</sup>
	<b>Freight (LTL)</b>			4 p.m. <sup>4</sup>	NA <sup>7</sup>
<b>Marathon motors</b> <sup>3</sup> (if vendor-shipped)	<b>Std. carrier</b>	All vendor-shipped Marathon motors currently have lead times up to 10 business days (may change without notice); same-day shipping deadlines do not apply			NA <sup>7</sup>
	<b>Freight (LTL)</b>				NA <sup>7</sup>

### Notes

- Applies to 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.
- All enclosures are vendor-shipped directly from their manufacturing location. See catalog or Web to determine if item must ship via freight due to weight or size.
- Applies to vendor-shipped Marathon motors only; see catalog or Web to determine if your items are in-stock motors (shipped from our Cumming, GA warehouse, where stock product ordering deadlines apply) or vendor-shipped. See catalog or Web to determine if item must ship via freight.
- Enclosure orders ship complete from vendor (when all enclosure parts are available). See catalog or Web to determine if your items have lead times that may affect shipment release.
- FedEx does not deliver to Post Office Box addresses
- Customer-selected UPS or FedEx is only available if using customer's account number.
- Vendor-shipped items cannot be picked up from our Cumming, Georgia warehouse. Items are shipped directly to the customer's shipping address.
- Customer must have fork lift and receiving dock, or additional charges may be charged by freight service. LTL shipping to Puerto Rico always incurs a shipping charge; call for accurate quote.
- Free shipping is available on freight orders to a valid continental U.S. address if you would prefer to arrange for your own shipping. AutomationDirect cannot be held responsible for any damages after the item is signed for by the designated Consignee.

# Any International Shipping

## International 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 drop-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 drop-shipped items.

- When exporting from the United States products, technologies or software that you have purchased from AutomationDirect, it must be done in accordance with the U.S. Export Administration Regulations as well as the import regulations of the destination country. Diversion contrary to U.S. law is prohibited.
- You or your freight forwarder are also responsible for following all IATA/ICAO/IMO rules and regulations for transporting any dangerous goods or hazardous material internationally.
- Drop Ship Items offered through authorized representatives that are exported by you through a freight forwarder fall under the same guidelines mentioned above.

We do not ship to individual customers outside the U.S. or Canada. To view the list of international VARS, visit our Web site and click on "About Us", then "VAR & International Sales".

## Shipping to and/or Using Freight Forwarders

If an order is placed on our Web store or via one of our sales associates and a freight forwarder is used as the buyer and/or consignee, the following terms will apply:

- Any damage, loss or missing pieces discovered after the freight forwarder has signed for the packages must be reported within 48 hours of the package being signed for by the freight forwarder. After 48 hours, AutomationDirect will no longer be responsible for any damage, loss or missing pieces that occurs to goods after they are delivered to the freight forwarder. This means that AutomationDirect is not able to provide a replacement of, or refund for, any goods delivered to a freight forwarder. Please instruct your freight forwarder to inspect all packages before signing and to refuse any packages that arrive damaged. Any items lost or damaged once the freight forwarder has taken possession of the package(s) will be your responsibility.
- You or your freight forwarder are solely responsible for ensuring compliance with all export and import regulations.

If this shipment was sent to a Freight Forwarder and you would like to export it then we require the following information to be emailed to [LogisticsCompliance@automationdirect.com](mailto:LogisticsCompliance@automationdirect.com) in order to provide you with export documentation:

Ultimate Consignee Address  
 Ultimate Consignee Company Name  
 Contact Name/Phone Number  
 End User Type  
 Country of Destination  
 Port of Unlading  
 Departure Date  
 Mode of Transport  
 Carrier  
 Conveyance Name

Freight Forwarder Information  
 Company Name  
 ID Number and Type  
 Contact Name and Phone Number  
 Address