

# 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 shipments via FedEx.) For certain heavy orders, we use LTL carriers. The LTL freight charges, where applicable, are added to your invoice. All items ship from USA warehouses.

## Shipping methods

- **FedEx International Economy** (delivery time depends on where you live in relationship to our Cumming, GA locations; or, for vendor-shipped items, their point of origin). This is our free shipping option for orders over \$49.
- **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. (Marathon or Leeson motors 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. Quotes can be obtained through the web or via phone.

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 Priority®** - 1, 2 or 3 business days (time-definite delivery typically in 1, 2 or 3 business days. Door-to-door, customs-cleared service.) Saturday delivery available (only in certain areas and to commercial addresses only; requires selection of overnight service and can only be selected between 6 p.m. Thursday and 6 p.m. Friday.) For complete details, visit: [FedEx International Freight](http://bit.ly/fxinf) at <http://bit.ly/fxinf>

**FedEx 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

### 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 various methods.

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

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

Vendor-Shipped Items: Limited shipping options available

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

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

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

## 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 vendor-shipped locations is not available online). The order cannot be tracked until the carrier has initially scanned the package at their facility (generally after 9 p.m. EST on shipment date). You may track your order online using our shipment tracking feature. To track your order online, log in on our Web site, choose "My Account", choose 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.

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## 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. They can easily get buried in packing material.
- Please inspect all deliveries promptly. You must notify us within 48 hours of receipt with reported discrepancies or shortages.
- If you have received tracking information and have not received your order within reasonable expected transit time, please contact us immediately. Delays in reporting shipments not delivered by the carrier can result in our inability to recover your order from the carrier, and a replacement order would be at your expense. The replacement order must ship to a business address requiring a signature or a carrier location for pick-up.
- If carrier tracking results show that your package has been delivered but you have not received your shipment, you must contact us within 14 business days of the published delivery date for FedEx shipments and 10 business days of the published delivery date 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. The replacement order must ship to a business address requiring a signature or a carrier location for pick-up..

## Export Regulations

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

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

[liststocheck.htm](#)

## Freight Forwarders and Hand Carry

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

# Shipping and other Charges - Puerto Rico

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

Free **International Economy** shipping is available for orders \$49 and over shipped to Puerto Rico (except LTL and vendor-shipped orders), which are typically shipped via our choice of carrier.

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

Certain heavy/large orders 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. 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 Customer Support 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). (Opt-in palletizing is only available for orders shipped from our Cumming, GA warehouse.)

# Order/Shipment Processing - Puerto Rico

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:
<b>Stock products from AutomationDirect's Cumming, GA warehouses:</b>
FedEx International Priority
* exceptions noted
<b>Applicable Notes: 1, 2, 3, 4, 5* 6*</b>

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>
FedEx International Economy (including free shipping option)
FedEx Freight Priority/LTL
<b>Applicable Notes: 1, 2, 3, 4</b>

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

## Notes on shipping and delivery

- For stock items and orders with approved credit or paid by credit card. All orders ship partial unless otherwise specified. We do not ship on Saturday, Sunday or national or company holidays.
- Our shipment methods do not allow delivery to Post Office Box addresses.
- UPS shipping methods are not available to Puerto Rico.
- 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.