



Industrial Freezer Sales

A division of IDS

5311 Derry Avenue Building D Agoura Hills CA 91301

Phone (818) 597-4300 Fax (818) 597-4301

www.freezerlink.com

Frequently Asked Shipping Questions

What is a lift-gate?

A lift-gate is used to raise and lower items from ground level to the level of the bed on a tractor trailer. Freight companies deliver our freezers on a tractor trailer which is 56 inches above the ground and that are designed to load and unload at a loading dock - or with a fork-lift. If your delivery location **does not** have a loading dock or fork-lift and the item is too heavy to remove from the trailer by hand, you will need to remove them from the truck by yourself – the driver will **NOT** be obliged to help!

The **average cost of a lift-gate is as much as \$80-100**. IDS has negotiated very low rates with freight companies, but the lift gate delivery charge is unavoidable in many cases. The best way to find your actual lift-gate cost is to have it quoted... ask for it to be included **at the time of your initial quote** and we can all save time and money by avoiding re-quotes.

What about Residential Delivery?

Residential delivery is a term and fee used by freight carriers to describe delivery to any address which is not zoned commercial. Usually a home, but it could be a church, farm community center etc. Businesses run from a home are still considered residential. The average **residential delivery fee can be around \$50**. in addition to other shipping rates, including the additional lift-gate usually required. You can avoid residential delivery fees by receiving your shipment at a nearby business or office building, or taking the delivery at the nearest terminal (see below) if you don't mind hauling your own.

Can I request Terminal Delivery?

Yes. If you, or your appointee, are willing to drive to the closest terminal and take Terminal **delivery**, it is often a good way to save lift-gate and residential delivery fees. Terminal delivery is usually much less - the freight company delivers your shipment to their closest freight terminal (usually in the closest urban area) and you receive the shipment there. **By accepting your shipment at the carrier terminal you can save residential and lift-gate delivery fees.** You can also save local delivery fees if you live in a remote or hard to reach area. You also have to haul it home or to your workplace.



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Frequently Asked Shipping Questions (continued)

How about insurance?

Every freight shipment is insured. But in order to collect the insurance on damaged goods the receiver **(YOU) - must inspect the shipment before signing for it!** Legally, when the manufacturer signs the shipment over to the freight company, the freight company owns it. When **you** receive the item and sign for it, **you own it.** Therefore, you should always carefully inspect your shipment for any damage. If there is any damage at all **you must note the damage on the freight bill.** This is the only way you will be compensated for the damage.

What should I look for when inspecting my shipment?

Be sure to inspect your item when it arrives. Pay special attention to holes poked in the packaging and **inspect for dents or crushed corners.** If you see anything suspicious, remove the packaging and inspect the item. **If you sign your Freight bill free of any claims, you have little recourse if you discover it is damaged.**

What if my item is damaged?

You have two options;

1. *You can note damage on the freight bill and accept items anyway,*

or

2. *You can refuse the shipment.*

Almost all freight damage is cosmetic. If you sign the freight bill damaged, the freight company will usually replace your item, approve reimbursement for parts and repair, or provide compensation **depending on the damage** to your item. **This is often the best option** if you need the item operational and damage is cosmetic.

If you refuse the shipment it will be returned to us and we will ship a replacement as soon as possible. This may take time, due to stocking issues and transit times, but this is usually the best option ***if your shipment is damaged beyond repair.***

If you accept your shipment in a damaged state it is very important that you call the freight company **immediately** to schedule an inspection and file the freight claim. Take pictures from different angles of the item and the packaging, and save all packaging material.