



# FREIGHT

Shipping Options  
Freight Information  
Claim Process  
Authorized Carrier List

## SHIPPING OPTIONS

### **DESIGNATED TRUCKLOAD (DT)**

DT loads ship from San Antonio directly to the customer's location on a 53' carrier. A full truck can hold approximately 3300 cubes – 240 cabinets, depending on combination of cabinet sizes. Trucks ship preferably collect, on account. A list of authorized carriers is located at the end of this document. Rates can be provided for each carrier so that you can select your carrier and set up your account. To ship pre-paid requires approval from the VP of Sales. Designated load rates vary depending on carrier used and fuel surcharges at time of shipping.

Designated trucks ship to manned commercial locations with a dock. DT's follow current lead times.

### **SPLIT TRUCK PROGRAM (STP)**

STP is a shipping program that allows customers to ship smaller loads with other customers in the same area. Each load is braced and separated. STP rates are set so you will only pay for your portion of the truck. There is a minimum of 10 cabinets, loads less than 10 cabinets will be held until more cabinets can be added. Should your order's delivery address go to an area, where during that week, we do not have a truck routed, we will hold the order for one week to match up with other loads in your area.

Maximum freight rates are set so that the customer would not be charged more than that dollar amount. This rate is the average designated truck rate for shipments in that city/state. The STP Max rate is not the same as a designated truck rate. Designated Truck (DT) rates are based on a per mile rate and fuel surcharges at time of shipping. Once your STP load reaches the cube count, that it cannot be shared with another customer, you will be notified and it will need to ship as a DT.

Split trucks can only ship to commercial locations that have a dock. STP lead times are the current lead time plus one week. Each stop is responsible for removing all floor paper, trash, and wall materials from their portion of the truck. Leaving these items for the next stop or driver to remove could result in a \$100 clean up fee.

### **LESS THAN TRUCKLOAD – LTL**

LTL shipments are our preferred method of shipping as the risk of damage is higher and the cost can be expensive. You will receive a quote on orders shipping via LTL and we require an approval prior to being released into production. We prefer to ship kitchen orders on our split truck program. LTL orders will be palletized and shrink-wrapped to help prevent transit damage. There will be a \$50.00 fee to palletize and shrink wrap your order.

## **FREIGHT INFORMATION**

The following are definitions on the different shipping locations and delivery options for each.

**COMMERCIAL/PROJECT JOBSITE** – Any address that is in a commercial neighborhood that can be accessed by a 53' trailer. The recipient must have a dock or the ability/manpower to unload the trailer. Carrier must be unloaded upon arrival (live unload) within a 2-hour time frame. Split trucks can ship to a project job site if the address is not an existing residential location.

**RESIDENTIAL DELIVERIES** – Any address that is in an existing residential community, whether it is a new home under construction, a home being remodeled, or a business office located in a residential community. These type ship to addresses will delivery via our Home Delivery Program or via LTL. See page 3 for details.

### **ADDITIONAL CHARGES**

***Detention*** – All trucks are live unload, carriers allow 2 hours to unload your truck (full and split loads). Detention fees are based on 15-minute increments, from \$15 - \$25 each 15 min. It is a good ideal to write the arrival and departure times on the Bill of Lading (BOL).

***Dunnage Disposal*** - Once you have unloaded your product, please remove all paper and bracing items. Carriers charge approx. \$100 - \$150 to remove any debris left in the trailer.

***Driver Assist / Tailgating*** - Carriers **do not** tailgate or unload product. If you request these options, they typically can charge anywhere from \$80 to \$150 depending on the carrier. Drivers have the right to refuse to assist in unloading the truck.

Nations Cabinetry will be not responsible for additional fees. You will be invoiced for any additional charges that appear on the carrier invoice.

### **INVOICE TERMS**

Terms on all freight invoices will be Net 10 with no discount.

## HOME DELIVERY PROGRAM

Nations Cabinetry offers our Home Delivery Program. Kitchens will be delivered to a residence, small warehouse or jobsite by our third-party home delivery agent, CDS. All CDS delivery facilities are trained on the nuances of receiving and delivering cabinetry. All deliveries are two-man, inside delivery to first dry available space, which is typically the garage or first inside suitable room. Our delivery contractor will receive, inspect and report any issues. The dock servicing your area will schedule delivery with the contact person at the phone number provided. The lead-time for Home Delivery orders will be 5-6 weeks from order to delivery. For rates please contact your customer service Rep.

### DELIVERY NETWORK

Our program with CDS is a national program, see map below. Some areas on the map are not covered by our home delivery service. Please read below for information regarding delivery to “non-covered areas”. To verify coverage for this service, please contact Sirena Finch, [S.Finch@Nationscabinetry.com](mailto:S.Finch@Nationscabinetry.com) or your customer service representative.



### DELIVERY OUTSIDE OF DELIVERY NETWORK

When orders are received for delivery to an area that is not in our delivery network, we will use ABF Residential Services for delivery. ABF residential delivery is different than the service provided through CDS, as the driver is the delivery person. He/she is not trained on the handling of cabinetry and the product is at greater risk of damage. Home Delivery rates may change, and a quote will be provided.

### ORDER PROCESS

In Smartclient, when customers are entering the order(s) for this program, under “Shipping Method” they must select “Home Delivery Program” and under the “Customer Message” tab, the customer should provide the final delivery address and contact information. Which should include: *Contact Name, Street Address, City, State, Zip and phone number(s).*

Once orders are received by the Nations Customer Service Rep, they will send the customer a “Home Delivery Verification form”. This form will confirm order #'s and final delivery address. It will provide the contact information for the cross dock that will receive the order(s). ***The customer will need to sign and return the form before orders will be released into production.***

### INSPECTING PRODUCT

It is important that upon receipt of product, you or your customer should inspect for visible damage to the packaging. If there is visible damage, the item should be opened and inspected, and damage should be noted on the delivery ticket provided by the delivery agent or freight bill provided by ABF. You should also confirm that the quantity received is the same as the quantity ordered. Damaged or missing product must be noted on the delivery ticket or freight bill for proper filing of claims and ordering of replacement product. Damage should be reported to your customer service representative within 7 business days of delivery.

## **FREIGHT CLAIMS – TRANSIT DAMAGE**

Upon receipt of your truck, the doors to the trailer are sealed. If the seal has been broken, you should notify the driver and also make note of it on the Bill of Lading (BOL). During the removal process from the trailer, please inspect for water damage (swollen cardboard packaging or wood on the bottom/sides of the cabinets. If you see water in the trailer – take pictures, show the driver and write it on the BOL.

If you are shipping to a cross-dock location – they have to report damage by writing it on the carrier BOL and notify you promptly. If this is not done, a claim cannot be filed and the cross-dock should be held responsible. Whoever pays the carrier freight invoice, is responsible for submitting freight claims. Each carrier has their own claim process.

### **Loads Shipping - Collect**

Carriers are only responsible for: Water damage due to a trailer leak, Load shift damage due to driver incident or an Accident while in route. Freight claims should be submitted to your carrier within 24 hours of delivery. You should email or call your carrier and ask for their claim process. Following is a list of what you should provide:

- 1) Description of damage
- 2) Original sales order noting the damaged items that need to be replaced.
- 3) Photos showing the damage, and the label for each damaged piece.
- 4) Copy of BOL showing that you noted transit damage, it is always a good ideal to write how many pieces were damaged on the BOL.
- 5) Replacement sales order showing the cost of each replacement piece.

Please note that replacement orders ship at your cost – your claim with the carrier will cover the cost of replacement pieces.

### **Loads Shipping - Pre-Paid**

If your load shipped pre-paid, please notify your customer service representative within 24 hours of delivery of any potential transit damage. Along with the email, the following items should be included to ensure your claim is approved.

- 1) Sales order number and a list of all items that were damaged.
- 2) Photos showing the damage, and the label for each damaged piece.
- 3) Description of damage, (i.e., water damage, load shift).
- 4) Copy of BOL showing that you noted transit damage.

Once all requested information is received by your CSR and approved by the freight claims department, the replacement pieces will ship at no charge.

**Nations Cabinetry will not accept claims for damaged product after the product has been unloaded from the truck and moved into the distributor warehouse.**



## **LTL (UPS/ABF)**

If you see visible damage to the packaging of your order, you should inspect the product and note any damage on the BOL. If you do not mark the item as damaged on the BOL – the claim will be denied. If your order(s) shipped collect, you will need to contact the company to file the claim. If it shipped pre-paid, please notify your customer service representative within 24 hours of delivery of any potential transit damage. Along with the email, the following items should be included to ensure your claim is approved.

- 1) Sales order number and a list of all items that were damaged.
- 2) Photos showing the damage, and the label for each damaged piece.
- 3) Description of damage.
- 4) Copy of BOL showing that you noted transit damage.

Once all requested information is received by your CSR and approved by the freight claims department, the replacement pieces will ship at no charge.

## **PRODUCT SHORTS / OVERAGES**

### **Shorts**

If your load is missing product that should have shipped, please notify your Customer Service Representative within 24 hours of receipt.

### **Overages**

If there is product on your load that belongs to another customer, we ask that you receive the item(s). Please take a picture of the label(s) and send to your customer service rep explaining that you have items that belong to another customer. We will advise on how to proceed.

Please do not leave any product on the truck.

## AUTHORIZED CARRIERS

Listed below are the authorized carriers for Nations Cabinetry. If you are not happy with your current carrier or want to compare rates with other carriers, please email [S.Finch@Nationscabinetry.com](mailto:S.Finch@Nationscabinetry.com) for quotes.

### **Alliance**

#### **Gloria Sanchez**

Phone: 210-661-0900

Email: [Gloria@alliancetransport.com](mailto:Gloria@alliancetransport.com)

### **ATS**

#### **Christi Anderson**

Phone: 800-279-6118

Email: [Christia@ATS-INC.com](mailto:Christia@ATS-INC.com)

### **Danny Herman Trucking (DHT)**

#### **Doug McGlamery**

Phone: 423-727-9061 (located in TN) (Track and Trace)

Email: [doug.mcglamery@dannyherman.com](mailto:doug.mcglamery@dannyherman.com)

After hours email: [dispatch@dannyherman.com](mailto:dispatch@dannyherman.com)

### **J.B. Hunt Intermodal**

#### **Jordan Howell**

Phone: 515-226-5069

Email: [Jordan.Howell@JBHunt.com](mailto:Jordan.Howell@JBHunt.com)

### **Landstar**

#### **April Gibson**

E-mail: [April@jnclogisticsinc.com](mailto:April@jnclogisticsinc.com)

Phone: 866-227-5719

### **Reisch Trucking**

#### **Nick Reisch**

Phone: 507-283-2180 (tracking loads)

Email: [nick@reischtrucking.com](mailto:nick@reischtrucking.com) [Jason@reischtrucking.com](mailto:Jason@reischtrucking.com)

### **Spur Freight (Texas only)**

#### **Dana Akeroyd**

Phone: 210-951-5513

Email: [Dana.Akeroyd@spurfreight.com](mailto:Dana.Akeroyd@spurfreight.com)

**TRADEWINDS****Jessica McDougall**

Phone: 317-848-6823

Email: [tender@tradewinds.net](mailto:tender@tradewinds.net)

**US Xpress, Inc.****Richard Hairston**

Phone: 888-847-9438 ext 102

Email: [rhairston@swiftcompanies.com](mailto:rhairston@swiftcompanies.com)

**Wooten Delivery Service (Texas Only)****Wayne Wooten**

Phone: 817-454-2086

Email: [dwwmly@yahoo.com](mailto:dwwmly@yahoo.com)