



Supply Chain Solutions

Creating Business Value.™

Shipping Guidelines

- Rate quotes are based on the information provided by the customer.
- LTL and Volume spot quotes are subject to individual carrier validity timeframes.
- If selected carrier arrives at pick up location and the shipper does not load the carrier, a pickup attempt may be charged.
- Additional charges such as attempted pick-ups and attempted deliveries are not included in the initial rate quote provided.
- The final freight charges are going to be based on the actual weight, dimension, or freight classification of the shipment received by the carrier. It will also include all accessories used when executing the service even if it wasn't requested initially.
- Carriers can take up to thirty (30) days to bill additional charges to the final invoice.
- Any dispute of extra charges should be submitted within the first thirty (30) days from the delivery or notification of the extra fee.
- The pick-up date is subject to equipment availability. Please make sure to schedule the pick-up with enough time because distance, pick-up location, shipping hours, and/or unexpected circumstances may prevent the pick-up on the same day.
- For LTL services, carriers require at least two (2) hours for scheduling pick-ups, and this pick-up date is not guaranteed. If you have a time-sensitive shipment, please request an expedited or dedicated service.
- We do not provide same day pick-up and delivery unless specifically agreed and noted by selected carrier.
- Transit times are standard, and they are defined by the carrier unless otherwise specified. Please allow an additional day or two while the freight is in transit to cover unexpected delays in the delivery.
- Transit times are NOT guaranteed unless it is specified on the quote and carrier disclaimer.
- Due to local, state, and national government work and travel restrictions around COVID-19, most carriers have suspended reimbursement for service failures on Guaranteed shipments until further notice.
- Guaranteed services guarantee the transit time after the pick-up has been made **and are subject to carrier exclusions.**
- Please note that all loads picked up after 5 pm (Guaranteed Service) will have an extra day of transit time.
- If delivery time is different than 8:00 am to 5:00 pm, an appointment fee might be charged.
- Standard cargo liability is limited to \$100,000 USD per full truckload.

- Extra insurance is available upon request. Conditions subject to commodity description and value.
 - Canada rates include only transportation charges. Customs clearance, taxes, or duties that might be associated with the shipment are not included in the rate provided.
 - The shipments must be properly packed (palletized and/ or crated) to ensure its security while being transported. LTL pickups are subject to the carrier's criteria about the freight and if it's properly packed or not.
 - Supply Chain Solutions is not responsible for losses, damages, delays on your shipments.
 - Freight charges must be paid in full before the claim is filed and processed.
 - Supply Chain Solutions will assist your company in filing a claim against the carrier if needed.
 - Please note liability terms are different for each carrier and depend on the contract, commodity (if restricted), density of shipment and/or class. Final settlement of an eventual claim may vary due to any of these conditions.
 - Please make sure to take notes on any weight discrepancies, shortages, loss, or damages on the proof of delivery receipt (POD). This information will act as proof when filing claims, and it will increase the possibility of receiving a positive outcome.
 - If the customer wants to return the product back to the shippers' location, the freight charges of this process are going to be charged as well.
 - The responsibility of loading/unloading the shipment lies on the shipper/consignee.
 - Shipper is responsible to load and consolidate the freight as per our quotation, any changes on space are subject to rate changes.
 - If the driver needs to wait more than fifteen (15) minutes to load/ unload extra charges may be added to the final invoice. Free time is conditioned to the weight of the shipment.
 - In case you have questions or inquiries, please contact us at: tms@scsolutionsinc.com
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- Hazmat Cargo: Please keep in mind that certain hazmat cargo classified as explosives, toxic and/or radioactive (Hazmat Class 1, 6 and 7) will have several restrictions. We require proper documentation such as a Dangerous Goods Declaration (DGD) and Material Safety Data Sheet (MSDS) to issue the correct BOL so we can provide you with accurate carrier selections and avoid any possible inconveniences. Due to the type of shipment tendered, there could be additional transit days to consolidate the cargo at intermediate terminals. Hazmat movements cannot be dispatched as Guaranteed Service.
 - Storage fees: Neither SCS nor the carrier will be responsible for any storage fees incurred.
 - Blind Shipments: This is not a guaranteed service as carriers cannot rely on the correct paperwork being used at time of pick up and/or delivery and will not be responsible for deliveries to an incorrect address.