



## Freight Allowed Policy

Included with freight allowed is standard pick-up and delivery. Freight pickup location (origin) is at one of our three distribution centers, Aurora OH (400), Carrollton TX (431), and Ontario CA (420) delivering directly to the customer without the need of an accessorial service (definition below).

**\*\*\*Accessorial charges in transportation are fees levied by freight transportation carriers for services that go beyond standard pick-up and delivery. Accessorial fees are usually applied when there is a need for additional labor, equipment, time, or fuel.\*\*\***

Any required accessorial service with fee is to be paid by the customer, no exceptions. Please see below for a list of the most common accessorial and definitions. *Note: fees vary between carriers.*

**Liftgate** – Shipments made to an address with no loading dock require liftgate. *\$50-\$100*

**Appointment Required** – Carrier must call customer to set up delivery appointment. *\$25-\$50*

**Reconsignment** – Occurs when the destination address is no longer the delivery point, and a new address is appointed as the destination. *Fee is determined with the updated destination.*

**Redelivery** – Occurs when a first attempt to deliver is incomplete. Causes include Appointment Required and not noted on BOL, customer location is unoccupied and/or availability is limited. *\$50-\$100+*

**Residential** – Destination address is deemed a residential neighborhood. Note that most residential deliveries entail an appointment (fee required). The carrier will contact the customer first to provide the driver with detailed information before the delivery is attempted. *\$150-\$250*

**Detention** – When a carrier's allotted delivery time expires, and additional time is used to make the delivery. *\$75-\$100 per hour*

**Driver Assist** – Occurs if the driver is required to assist in the delivery process; can include an inside delivery or bringing pallets to the end of the trailer for a forklift to unload off the liftgate. *\$75-\$125 per hour*

**Limited Access** – This service is used when the freight is being picked up or delivered to a difficult-to-access location. This would include churches, schools, construction sites, shopping malls/plazas, government sites, hotels, and storage facilities. *\$150-\$250*

**Storage** – Daily storage fee may be charged by the carrier when they need to store the shipment before it can be delivered. This happens when the phone number provided is not valid or messages regarding instructions are not being responded to. *\$150-\$300 per day*