



## THINGS TO KNOW BEFORE, DURING, AND AFTER YOU SHIP!

To ensure we maximize your customer experience we want to be sure that you are well informed and not surprised when it comes to shipping and receiving your vinyl.

We're here to help you get everything in order before the vinyl is on its way to you!

### VINYL SHIPMENTS VIA TRUCK

If you are receiving a shipment via a truck, there are a few important things to know. Your shipment will travel via LTL shipping (Less-Than-Truckload). What this means is that the space is shared with other shipments from various companies/sources travelling to a common location or area. This is done to keep customer costs down and avoid having to rent out space on a whole truck.

#### THINGS TO KNOW

---

- As a result of sharing truck space, delivery dates are not guaranteed and are only estimates. Every intention is made to stay as close as possible to the projected delivery date. Please be aware, that if your shipping address is residential, it may take longer than normal.
- **To arrange delivery**, the trucking company will reach out to you to set up a delivery window. Please be aware that this window can be up to 8 hours, though most companies average delivery window times is 4 hours.
- Should a delivery attempt be refused or rescheduled, the customer is responsible for any additional delivery and storage charges that this may incur.
- Should any changes to the shipment be made once it has shipped, the customer will be solely responsible for any additional charges.

### FED EX DROP SHIPPING

You may want to have some smaller quantities shipped of your order and we are here to help you with that. Whether it's to a home or distribution center, we will make sure the records get there in top condition.

#### THINGS TO KNOW

---

- Fed Ex will deliver without a signature, which could mean your order could be left outside. If you would like to require a signature, please specify this to your sales rep or production coordinator.