

Shipping Options

Shipping carriers

AutomationDirect utilizes our choice of carrier for the default shipping methods for all orders. All shipping charges are prepaid and added to the invoice, or they can be charged to your company's account number. (Orders requesting the use of customer shipping accounts are only accepted for shipment via UPS or FedEx.) For certain heavy orders, we use LTL carriers. The LTL freight charges, where applicable, are added to your invoice.

Shipping methods

- **Economy ground** (delivery time depends on where you live in relationship to our Cumming, GA location; or, for drop-shipped items, their point of origin)
- **Standard 2-day (transit) *** - We use our choice of carrier and a combination of ground and air services that allow us to reach any U.S. destination within 2 days transit time (or less). Canadian orders use the same method, but may take longer based on destination. This method is available for orders shipped from our Cumming, GA warehouse (no drop-ships) that do not require LTL shipping.

Other shipping methods include the following options, which you can choose if you need a specific delivery time or you are charging to your shipper account:

- Next-day air
- 2-day air
- Early a.m. (only available in certain areas. Check shipper Web site to see if available in your area.)
- Saturday (available only in certain areas; accepted after shipping cutoff on Thursday and all day Friday.)

Notes: If you require your order to be shipped via UPS, you will need to supply your UPS account number. Only UPS-defined shipping methods are available when requesting UPS shipping.

* **We do not guarantee delivery times of the carriers.**

AutomationDirect is not responsible for carrier delays due to weather, mechanical failures or other issues.

We do not ship orders COD; however, we do offer prepayment by I-check.

We do not ship on Saturday, Sunday or national or company holidays.

Orders shipped

After receipt of your order, all ground, next day, second-day, and air orders entered before the shipping deadline will generally be shipped the same day for items direct shipped from our Georgia warehouse (see "Same-Day Shipping Deadlines", page TC-6, for details and exceptions, including drop-ships from other suppliers). If received after the shipping deadline, your order will generally be shipped the following business day. If you're a new customer opening a credit account, allow up to two business days to verify credit information. Backorders will automatically ship (via the same method as the original shipment) when the product is in stock, with no additional delivery charges.

Note, in order to receive same-day shipping, you must be paying via credit card or an established credit account. I-checks can be delayed due to bank processing time.

If your credit card is declined for the order amount, your established account goes over your limit, or a payment is past due, your order may be delayed. Please contact our Accounting department to resolve any issues (call 770-889-7588 9 a.m. to 6 p.m. EST or email us at ar@automationdirect.com).

Insurance

Because we ship FOB origination within the U.S (order-dependent in Canada), the risk of loss transfers to you when we deliver the goods to the carrier. Insurance is available at your expense to insure against loss or unusual damage (not currently available for online orders). **It is not automatically included in the shipping charges.** Your Sales Representative can calculate the cost of insurance at the time you place your order. If you choose to purchase insurance, the charges will be added to your invoice. Additional insurance is not available for LTL shipments since maximum liability under those companies easily covers the value of our products. Insurance option is not available online; this request must be called in.

Tracking Shipments

Tracking numbers are generated and available soon after we process your order from our facility (tracking from drop shipment locations is not available online). The order cannot be tracked until the carrier has initially scanned the package at their facility (generally after 9 p.m. EST on shipment date). You may track your order online using our shipment tracking feature. To track your order online, log in on our Web site, choose "My Account", then "Processed Orders/Tracking". Choose the appropriate order and press the "+" key to expand. Click the "Track It" button when available. Or, you can obtain your tracking number from your shipment confirmation email (when this feature is enabled under "My Account - Preferences/Email Options") and check status on carrier Web site.

Export Regulations

AutomationDirect ships/exports its products in accordance with U.S. law. Diversion by AutomationDirect customers contrary to U.S. law is prohibited. To obtain more information on countries and parties prohibited for export, please visit:

<http://www.bis.doc.gov/complianceandenforcement/liststocheck.htm>

Concerns

If you think your shipment is past due or incomplete, please consider these items before you call to check on the order:

- Allow ample time for delivery. Some carriers schedule multiple deliveries. Track your order online (see instructions above).
- For shipments to Canada, timely delivery cannot be guaranteed as they can be delayed in customs.
- Check with your receiving department. We have received many calls where the receiving department failed to deliver the package or notify the recipient.
- Check the package for any small items. They can easily get buried in packing material.
- Please inspect all deliveries promptly. You must notify us within 48 hours of receipt with reported discrepancies or shortages.

Same-day Shipping Deadlines

In general, orders for in-stock items direct shipped from Georgia warehouse are shipped the same day if received before 6 p.m. EST, if paid with credit card or approved credit. However, there are carrier, product and shipping origination (drop-ship) restrictions and exceptions that may require earlier order cut-off times. If your order is time-sensitive, be sure to review the complete shipping deadlines chart on page TC-6.

Shipping and other Charges

Shipping charges (U.S.)

Shipping charges are prepaid and added to the invoice, or they can be charged to your company's account number (*UPS or FedEx accounts only*). Default shipping method is ground small package service, except for heavy items or orders that may require LTL shipping.

Free standard 2-day (transit)* shipping is available for orders over \$300 within the U.S. and Puerto Rico, which are typically shipped via our choice of carrier; 2-day transit time does not apply for LTL shipping of heavy items/orders or drop-shipped items. (*We cannot ship heavy items to Alaska, Hawaii or Puerto Rico. To determine if an item is excluded, check the "Availability" column of printed price list.*)

All other shipping services (*such as expedited*), and shipping on orders under \$300, are calculated based on order weight, and charged at the carrier's published rates. Also, **please review all notes on this page regarding possible surcharges**. Check carriers' Terms and Conditions for other surcharges that may apply.

Certain heavy orders or items must ship via LTL (*truck*). You must have a loading dock to receive shipment, or you must make other arrangements to unload shipment. Any additional charges incurred during delivery are your responsibility.

Shipping and other charges (Canada)

Shipping charges are prepaid and added to the invoice, or they can be charged to your company's account number (*UPS or FedEx accounts only*). Canadian orders are shipped FOB origination unless you use AutomationDirect as your broker (see below).

Free standard shipping is available for orders totaling over \$300 U.S. (typically shipped via our choice of carrier), except for items or orders that may require LTL shipping. Heavy items requiring LTL transit always incur shipping charges and standard transit time does not apply; however, their value is used to calculate if an order is over \$300 total. Heavy orders which otherwise qualify for free shipping may require LTL transit. Standard transit time also does not apply to drop-shipped items.

All other shipping services (*such as expedited and LTL*), and shipping on orders under \$300, are calculated based on order weight, and are charged at the carrier's published rates. Also, please review all notes on this page regarding possible surcharges. Check carriers' Terms and Conditions for other surcharges that may apply.

Certain heavy orders or items must ship via LTL (*truck*). You must have a loading dock to receive shipment, or you must make other arrangements to unload shipment. Any additional charges incurred during delivery are your responsibility. To determine if an item requires LTL shipping, check the "Availability" column of the printed price list.

Canadian customers are responsible for all duties, brokerage and applicable country taxes if the broker is specified by the customer.

Same-day Shipping Deadlines

In general, orders for in-stock items direct shipped from Georgia warehouse are shipped the same day if received before 6 p.m. EST, if paid with credit card or approved credit. However, there are carrier, product and shipping origination (drop-ship) restrictions and exceptions that may require earlier order cut-off times. If your order is time-sensitive, be sure to review the complete shipping deadlines chart on page TC-6.

When shipping standard method to Canada, you can choose to allow AutomationDirect to nominate a broker for your shipment**. This can save on brokerage fees; see below for guidelines. When using this option, all brokerage, duties, taxes and applicable shipping charges are calculated when you place your order. With this option, orders are shipped FOB destination.

- Orders under \$17 U.S. are duty, tax and brokerage-free, pay only applicable shipping charges
- Orders from \$17 to \$34 U.S. incur a flat \$6 brokerage fee, plus applicable duties, taxes and shipping charges
- Orders over \$34 U.S. incur a flat \$10 brokerage fee, plus applicable duties, taxes and shipping charges

If the order must ship in multiple shipments because of back orders, the brokerage fee will be added to the first shipment invoiced, and appropriate duties, taxes and shipping will be added to invoices for each shipment made (no additional brokerage fee applied).

Other notes on shipping and delivery

The following are surcharges for specific situations:

- **Fuel** surcharges may apply; these are charged by the carrier and are added to any shipping charges.
- **Extended delivery area** surcharges (*locations considered remote*)

Often, these charges can only be estimated until actual delivery. Check carriers' Terms & Conditions for other surcharges that may apply.

Standard shipments

- Additional charge applies for deliveries to residential addresses.

Air shipments (U.S.)

- Add \$31 surcharge for early a.m. delivery.
- Add \$15 surcharge for Saturday delivery.

Note: *These rates could change without notice. AutomationDirect charges same surcharge as carrier at the time of shipment.*

Other notes/guidelines/restrictions on delivery times:

- All shipments are subject to stock availability.
- Delivery times are based on carrier policies. We cannot guarantee delivery times. AutomationDirect is not responsible for carrier delays due to weather, mechanical failures or other issues.
- Due to shipper restrictions, we cannot ship to P.O. boxes.
- All air services vary by zip code. Check delivery services for your area before ordering.
- For shipments to Canada, timely delivery cannot be guaranteed as the shipments can be delayed in customs.

We cannot ship outside the U.S. or Canada. To view the list of international VARS, visit our Web site and click on "About Us", then "VAR & International Sales".

*** We do not guarantee delivery times of the carriers. AutomationDirect is not responsible for carrier delays due to weather, mechanical failures or other issues.**

**** For Canadian orders, certain items cannot be brokered through AutomationDirect, including drop-ship items from any location other than our Cumming, GA warehouse, and any items or orders that must be shipped LTL freight. You must make arrangements with your own broker regarding these items. Also, if you wish to bill your own account number or use your own broker, you should not select the AutomationDirect brokered option.**

Shipping Deadlines

Same-day Shipping Deadlines

Orders for in-stock items can generally be shipped the same day if paid by credit card or approved credit. The chart below addresses the carrier, product and shipping origination variations that can affect the order deadline.

To determine product availability, the price list or Web store will indicate if an item is stocked at and shipped from Cumming, Georgia (no indication or "stock"), or is a lead-time (non-stock) or vendor-shipped item. There will also be an indication if the product is an item that must be shipped via freight (LTL).

AutomationDirect Same-Day Shipping Deadline Chart (all times EST) ¹					
Product Type	Shipment Type	FedEx	UPS	FREIGHT (LTL) ⁴	PICK-UP (at AutomationDirect, Cumming, GA only)
Stock products from AutomationDirect, Cumming, GA¹	Std. carrier	6 p.m.	5 p.m. ^{5,8}		5 p.m.
	Freight (LTL)			5 p.m. ⁶	5 p.m.
Enclosures² (all vendor-shipped)	Std. Carrier	4 p.m. ⁷	4 p.m. ⁷		NA ⁹
	Freight (LTL)			4 p.m. ⁷	NA ⁹
Marathon motors³ (if vendor-shipped)	Std. carrier	All vendor-shipped Marathon motors currently have lead times up to 10 business days (may change without notice); same-day shipping deadlines do not apply			NA ⁹
	Freight (LTL)				NA ⁹

Notes

- Applies to stock items and orders with approved credit or paid by credit card. All orders ship partial unless otherwise specified. We do not ship on Saturday, Sunday or national or company holidays.
- All enclosures are vendor-shipped directly from their manufacturing location. See catalog or Web to determine if item must ship via freight due to weight or size.
- Applies to vendor-shipped Marathon motors only; see catalog or Web to determine if your items are in-stock motors (shipped from our Cumming, GA warehouse, where stock product ordering deadlines apply) or vendor-shipped. See catalog or Web to determine if item must ship via freight.
- Customer must have fork lift and receiving dock, or additional charges may be charged by freight service.
- All non-freight motors shipped from Cumming, GA are shipped FedEx, regardless if UPS is selected. If you choose UPS for an order that contains motors, the motors will be changed to FedEx shipping.
- Express freight delivery is available (for items shipped from the Cumming, Georgia location) to certain Southeastern USA locations for a premium charge. Call for available destinations. LTL shipping is not available to Alaska, Hawaii or Puerto Rico.
- Enclosure orders ship complete from vendor (when all enclosure parts are available). See catalog or Web to determine if your items have lead times that may affect shipment release.
- Customer-selected UPS is only available as UPS collect.
- Vendor-shipped items cannot be picked up from our Cumming, Georgia warehouse. Items are shipped directly to the customer's shipping address.