

Shipping Options

Shipping carriers

All shipping charges are prepaid and added to the invoice, or they can be charged to your company's account number. (*Orders using customer shipping accounts are only accepted for shipment via UPS or FedEx.*) For certain heavy items, we use LTL carriers. The LTL freight charges, where applicable, are added to your invoice.

Shipping methods

• Ground

Ground delivery time depends on where you live in relationship to our Cumming, GA location (*or for drop-shipped products, where the shipment originates*).

Faster delivery via air services include these options:

- Next-day air
- 2-day air
- 3-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 area; accepted after shipping cutoff on Thursday and all day Friday.*)

Note: If you require your order to be shipped via UPS, you will need to supply your UPS account number.

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

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

Orders shipped

After receipt of your order, all ground, next day, second-day, and three-day air orders entered before the shipping deadline will generally be shipped the same day (*see "Same-Day Shipping Deadlines" for details*). 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).

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/complianceand enforcement/liststocheck.htm>

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/Order 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") and check status at the carrier's Web site.

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. You may track your order online (*see instructions above*).
- For shipments to Canada, timely delivery cannot be guaranteed as they may 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 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 restrictions and exceptions that must be taken into account. 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*).

Free ground shipping is available for orders over \$300 within the U.S. and Puerto Rico, which are typically shipped via our choice of carrier's small package service, or LTL for heavy items. (*We cannot ship heavy items to Hawaii or Puerto Rico. To determine if an item is excluded, check the "Availability" column of the 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.

Heavy items (*such as enclosures in excess of 150 lbs., certain motors above 100 lbs.*) 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 ground shipping is available for orders totaling over \$300 U.S. (which are typically shipped via our choice of carrier's small package service), except for items which require LTL shipping. Those items always incur shipping charges; however, their value is used to calculate if an order is over \$300 total.

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 items (*such as enclosures in excess of 150 lbs., certain motors*) 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.

When shipping standard ground 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. With this option, all brokerage, duties, taxes and applicable shipping charges are calculated when you place your order. Using 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, 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

Check carriers' Terms and 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.

Please make note of the following 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 and International Sales".

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

Same-day Shipping Deadlines

In general, orders for in-stock items 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 restrictions and exceptions that must be taken into account. If your order is time-sensitive, be sure to review the complete shipping deadlines chart on page TC-6.

***Certain items cannot be brokered through AutomationDirect, including drop-ship items from any location other than our Cumming, GA warehouse, and any items 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 UPS 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

1. Applies to stock items and orders with approved credit or paid by credit card. All orders ship partial unless otherwise specified.
2. 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.
3. 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.
4. Customer must have fork lift and receiving dock, or additional charges may be charged by freight service.
5. 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 ground shipping.
6. Express freight delivery is available (for items shipped from the Cumming, Georgia location) to certain Southeastern USA locations for a premium charge. Please call for available destinations.
7. 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.
8. Customer-selected UPS is only available as UPS collect.
9. Vendor-shipped items cannot be picked up from our Cumming, Georgia warehouse. Items are shipped directly to the customer's shipping address.