



Inside Sales Support
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GYM EQUIPMENT SHIPPING POLICIES AND PROCEDURES

Getting gymnasium equipment products to a job-site is an important step for any project. Draper attempts to provide gym equipment shipments with the shippers that provide good service, prompt transit times, and low claim rates at the best possible cost. The following information and policies are intended to provide a guideline on our practices and policies related to shipping gymnasium equipment projects.

SCHEDULE SHIP DATE NOTIFICATIONS

Draper will schedule production and shipment of gymnasium equipment based on the dealer requested ship date, if possible or if a date is not requested we schedule for the next available date. We provide multiple notifications of expected ship dates as follows:

- E-mail from Order Coordinator acknowledging receipt of field verification that indicates expected ship date
- Weekly Order Status Report
- Ship Date indicated on Authorization to Manufacture (ATM) form

It should never be a surprise to a dealer when a project is going to be shipped. If dates on these notifications are not acceptable, then you need to notify Draper immediately. Changes in ship dates after the ATM form is returned may result in additional charges

DELAYED AND/OR HELD SHIPMENTS AND RELATED FEES

If you learn that it is necessary to reschedule or hold a shipment, you need to notify your Inside Salesperson or the Order Coordinator as soon as possible. Do not notify the Gym Equipment Traffic Clerk because she has to get approval from sales to reschedule or hold any shipment.

If you want to delay a shipment prior to the start of production, there will be no additional charge. Changes at this point amount to simply holding paperwork, but be advised that we may not be able to insert a job back into schedule for 2 to 3 weeks. We typically start cutting raw materials about 7 working days prior to the scheduled ship date.

Draper does not have extra space store shipments once production has started. After production is started we need to complete the production process. Holding shipments results in additional costs that must be passed on to the Dealer as follows:

- Any cancellation fee charged by the carrier if shipment has already been booked

- Holding shipment 3 days or less – No additional charges
- Holding shipment more than 3 days means we will need to load the product on a trailer and have it moved to Draper's marshalling lot. The charge for the first week for doing this is \$350 which covers that cost of the trailer and loading and unloading the product on the storage trailer. Charge for each week beyond 1st week is \$125. We cannot hold a shipment more than 30 days.

CARRIERS

If Draper has provided a delivered price, Draper will choose the carrier for each shipment. For small parcel type shipments our current carrier of choice is United Parcel Service (UPS). For smaller truck shipments (typically 4 backstops or less) our preferred LTL carrier is ABF Freight and for large truck shipments we will use a contract carrier. Contract carriers we often use are CH Robinson, J & J Transportation, LH Express or Covenant and are usually a full truckload, but not always. Preferred carriers can change without notice.

We always welcome dealer feedback because we know that quality of service carriers provide varies based on delivering terminals and local conditions. We do not want to use a carrier that does not provide good service through the complete shipping process.

DELIVERY TIMES

Draper will work closely with the dealer to attempt to arrange for a shipment to arrive on the requested date and within the requested time window. Service times may be limited by ICC, carrier and other regulations that limit the time and distance a driver can travel each day. Contract carriers are normally pretty good about hitting dates and times because they are working on time sensitive schedules that impact their future loads and revenues. LTL carriers can be less reliable about hitting requested delivery dates and are rarely willing to set specific times under standard service agreements.

FREIGHT GUARANTEE

Unfortunately, carriers seem to have a different set of rules than a lot of other types of businesses and they bear very little responsibility if they fail to perform as anticipated. Carriers will not accept any responsibility for costs resulting from their failure to meet schedules unless shipments are by a guaranteed service.

To provide extra insurance that shipments will deliver as scheduled, carriers offer guaranteed delivery services at an additional charge. Charges for this guaranteed service are an additional 20% of the standard shipping rates. A freight guarantee provides the dealer the ability to recover reasonable direct costs that result from carrier service failures. Freight charges and guarantee fees are not refundable, but other reasonable costs are eligible. These costs, along with proper documentation (Installer invoices, employee time sheets with hourly rates, hotel receipts, etc.) are to be submitted to Draper who will reimburse the dealer then collect from the carrier.

UNLOADING

Standard unload times for most carriers is 1 hour, but Draper has negotiated a 2 hour unload time with all of our carriers. Dealers need to plan to have sufficient labor on-site to meet the truck to unload in the allowed time. Unloads that take more than the allowed 2 hours, may result in retention fees from the carrier. If you do not anticipate being able to unload in the allowed time, let us know PRIOR to shipment and we may be able to negotiate a longer allowance at an additional charge.

Drivers are not responsible for unloading shipments. Drivers will only park trucks in places where they are comfortable about getting in and out. Contract carriers move freight straight from Draper to the delivery site. Carriers are normally on time sensitive schedules because they typically have to make other pickups as soon as your shipment is delivered. There are no terminals or break-bulks for contract carriers so if there are changes or delays after shipment, there will always be charges involved, which will be the dealer's responsibility.

CUSTOMER ROUTED SHIPMENTS

Draper Gymnasium Equipment dealers are welcome to pick their own carriers and route their own shipments. If you elect to do so, the dealer is responsible for making arrangements to pick up shipment on the date and at the time the shipment is scheduled to be completed. Arrangements will need to be coordinated with Gym Equipment Traffic Clerk.

Customer routed shipments are subject to many of the same policies and procedures outlined in this document.

FREIGHT CLAIMS

Unfortunately damage sometimes happens during shipment and carriers occasionally lose product in transit. There are typically three types of claims as follows:

Shortage – If you receive a shipment that has fewer pieces than indicated on the shipping bill, you need to sign for the shipment as being short. If you need help on how the shipping count was determined, contact the inside salesperson for further assistance. If the shipping bill is signed short, Draper will file the necessary claim and work with the carrier to find the missing material. We must allow the carrier sufficient time to find lost product. Once the carrier allows, we will replace material as necessary. Dealer will be invoiced for replacement material, but a credit memo will be issued once freight claim has been settled.

If shipment is signed for clear and shortage is found after delivery, Draper will still assist by working with carrier to see if lost items can be found, but since there is no recourse to the carrier; dealer is responsible for the cost of any replacement materials.

Obvious Freight Damage - If you have a shipment that has damaged materials, you have two options that are typically determined by the size of the shipment. If it is a small shipment you can refuse the shipment and notify Draper, so that we can ship the necessary replacement material. If a part of a large shipment is damaged, you should make sure to mark the truck bill that the shipment was damaged and notify Draper of damaged items, so we can ship replacement material. In both instances, Dealer will be invoiced for replacement material, but a credit memo will be issued once freight claim is settled.

Concealed Freight Damage—If you accept a shipment, it is **your responsibility** to open it immediately and report any concealed freight damage to the delivering carrier immediately and in writing. Pursuing the claim is also your responsibility, but Draper we will assist you to the best of our ability to secure a favorable settlement from the carrier. We will provide replacement product at the originally quoted price.

If you fail to report concealed freight damage to the delivering carrier immediately, neither you nor Draper have any recourse.

Please Note—

1. Freight claim policy and procedures apply to all shipments whether you, the contractor or end-user receive the shipment.
2. Neither Draper nor the freight carrier will pay labor back charges or accessorial fees in regard to freight shortages or damaged products

If you have questions about this policy or any subject included in this policy, please feel free to contact Draper