

K&K Manufacturing Inc.

LTL Freight Shipping Policy

Overview

At **K&K Manufacturing Inc.**, we specialize in the design and manufacture of high-quality truck equipment and trailers. Due to the size and weight, many of our products are shipped via **LTL (Less-Than-Truckload) freight shipping** from our facility in **Milner, Georgia**.

LTL shipping allows us to safely and efficiently deliver your order while keeping shipping costs reasonable.

What to Expect with LTL Shipping

- **Processing Time:** Orders for Dovetail Units typically ship within **1 to 2 business days** from the order date.
- **Transit Time:** LTL shipments generally take **3 to 5 business days**, depending on the delivery location and carrier schedules. All transit times are estimates and are subject to change.
- **Carrier Communication:** Once your order ships, the freight carrier will contact you to **schedule and/or confirm a delivery date**. Please ensure that the phone number provided at checkout is accurate and that someone is available to coordinate delivery.
- **Delivery During Business Hours:** Most carriers deliver during normal business hours only. After-hours and weekend deliveries may require additional fees and scheduling.

Delivery Requirements

- **Curbside Delivery:** All LTL shipments are delivered either **curbside or to a loading dock**. The driver will lower the unit to the ground using a liftgate (**ADDITIONAL FEES APPLY** if applicable) but **will not move it beyond the delivery point or assist with installation**.
- **Commercial Address & Loading Dock:** Customers shipping to a **commercial address with a loading dock** can often avoid liftgate fees and may receive faster delivery. Ensure your shipping details reflect this option at checkout.
- **Receiving Your Shipment:** The customer (or an authorized representative) must be **present at the time of delivery** to inspect and sign for the delivery.
- **Additional Services:** Inside delivery, special handling, or white-glove service is not included but may be available for an additional fee. Contact us before placing your order if you require these services.

Customer Responsibility & Additional Fees

To avoid unexpected costs, please review the following carefully:

- **Missed Delivery Appointments:** If the customer is not present at the time of delivery, the carrier may charge a **redelivery fee**, which will be the sole responsibility of the customer.
- **Incorrect Shipping Method Selection:** If the customer fails to select the proper shipping option (e.g., selecting commercial delivery when shipping to a residential address), any additional costs incurred will be charged to the customer.
- **Limited Access & Special Delivery Locations:** Additional fees may apply for deliveries to **residential areas, rural locations, schools, churches, construction sites, or other limited-access locations.**
- **Liftgate Service:** If a loading dock or forklift is not available at the delivery site, a **liftgate fee** may apply.

Inspecting Your Shipment

Before signing the **Bill of Lading (BOL)** or delivery receipt, please carefully inspect your shipment:

- If there is **visible damage**, refuse the shipment and note the damage on the delivery receipt.
- If the packaging appears intact but internal damage is suspected, sign with "Pending Inspection" and **report any damage within 48 hours.**
- Failure to inspect and document any shipping damage at the time of delivery may result in the denial of a damage claim.

Freight Shipping Costs

LTL freight shipping costs are based on the **size, weight, destination, and freight class** of the Dovetail Unit. Shipping rates will be provided at checkout. In some cases, a **freight quote may be required** before finalizing the order.

Returns & Freight Shipments

- Return shipping costs for LTL freight items are the responsibility of the customer unless the return is due to **damage or an error by K&K Manufacturing Inc.**
- All freight returns must be **pre-approved** and properly packaged on a pallet. Unauthorized returns may be refused.
- Restocking fees may apply to non-defective returns.

Questions?

For further details, freight quotes, or special shipping requests, please contact **K&K Manufacturing Inc.** at SALES@KANDKMFG.COM before placing your order.

By placing an order with K&K Manufacturing, you acknowledge and agree to this shipping policy, including responsibility for any additional shipping costs incurred due to missed deliveries or incorrect shipping selections.