

Skagit SuperStarts!™ Freight Information

SHIPPING

Our shipping department can help you choose the best shipping method. Please call us if you would like assistance with your order.

- If you have a preference for a certain method or carrier, make sure that it is noted clearly on the order (e.g. SHIP VIA AIR, REQUIRED). We send orders by least-cost routing unless otherwise specified.
- We reserve the right to change ship vias at any time due to unforeseen circumstances (such as inclement weather) and will notify the broker or customer when possible.
- We typically ship on Monday or Tuesday of the requested ship week. Occasionally when volumes warrant, we will ship the prior Saturday. We reserve the right to ship later in the week than Tuesday if necessary.
- For orders that you pick up, our hours are 8 am–4 pm, Mon–Fri.
- We place an instruction sheet discussing unpacking and claims instructions with every shipment.

FREIGHT OPTIONS

Skagit Gardens Truck:

- We deliver by our truck (if weather permits) if one is scheduled to be in the area requested, or if the order in itself is a full truck load.
- See next page for rates, minimums and areas serviced.

Federal Express:

- Skagit Gardens boxes are now FedEx approved.
- FedEx Ground—Washington and Oregon only.
- Freight rates based on weight, dimensional weight or destination, whichever is greater; this is currently the most cost effective for single box shipments.
- COD shipments are accepted. Additional fees apply.

Panther Expedited Services:

- Coordinates air freight redelivered to your door.
- Services any ZIP code in the United States.
- Second or third day service available.
- Freight prepaid on Skagit Gardens account.

OnTrac:

- Services Washington, Oregon, Arizona, California, Nevada and Utah.
- 2–3 day delivery available, depending on your area.
- Check with a Skagit SuperStarts!™ customer service representative for ZIP codes serviced.

Air Freight:

- Wide delivery area serviced.
- Commodity rates are used whenever possible.
- Sent freight collect unless billed to broker's or customer's account. This should be noted at the time order is placed.
- If requested, airline freight forwarding (truck-to-door) is available. This is an additional charge. Please be aware that truck-to-door service is not available from all airports. Redelivery service must be noted in shipping instructions for each order. **Your preferred redelivery courier's name, phone number and your account number with them is required.** An established account with your truck-to-door service is required. Skagit Gardens does not have redelivery accounts.

Other options:

- Trucking companies
- UPS

CLAIMS

Having to make claims is unfortunate and we hope the following guidelines will help you expedite the process. Claims for freight damage are made with the carrier; claims for shortages or quality concerns are made with Skagit Gardens.

Freight Damage:

- Customers should inspect boxes and plants **in the presence of a representative of the carrier**, so a notation can be made on the bill of lading when damage exists.
- If damage is noticed after accepting a shipment, the customer will need to make a claim with the carrier. This must be done within 48 hours of receipt of shipment.

Shortages or Quality Concerns:

- For quality claims or plant shortages, notification within one week of receipt of shipment is required.
- Photos may be requested to assist in problem solving.
- For tag shortages, please notify your broker within ten days of receipt of shipment.
- Claims for diseased plant material may require a lab test and report initiated within one week of receipt of order.
- Claims are considered closed six months after invoice date.

SHIPPING POINTERS

- Common carriers view a frozen shipment, or one exposed to excessive heat, as an "Act of God" and will not honor any claims. To avoid this, customers or brokers must request Skagit Gardens to hold orders when weather is questionable.
- Orders sent during inclement weather are at customer's risk.
- Double-check the phone number on your copy of the broker's confirmation. We are not liable if the carrier cannot reach the customer at the number provided.
- Include an alternate phone number on all orders in case of unforeseen absences.
- Verify address before shipping; some companies charge for corrections.
- Please check labels on all boxes at the time you receive your shipment to avoid the possibility of accepting another's shipment.



SuperStarts!™ liners boxed and ready to ship

Freight Rates

Skagit Gardens TRUCK FREIGHT RATES

Our truck schedule is on the cover of our availability list and is updated weekly.

Freight Area	Available Dates	Tray Minimum	Freight Rate
BC, Canada	All Year	10 trays	\$45.00/drop or \$1.00/tray, whichever is greater
CA (northern)/NV (western)	Feb–Sep	35 trays	\$3.90/tray
CA (southern)	Sep–Mar	60 trays	\$4.40/tray
CO/WY	Mar–Jun	60 trays	\$4.15/tray
ID/UT/NV (eastern)	Mar–Oct	35 trays	\$4.15/tray
ND/MN/WI	Mar–Jun	70 trays	\$5.99/tray
MT	Mar–Jun	35 trays	\$4.15/tray
IN/IL/OH/MI	Mar–Jul	70 trays	\$5.99/tray
OR (western & central)	Jan–Oct	10 trays	\$45.00/drop or \$1.00/tray, whichever is greater
OR (eastern)	Mar–Oct	35 trays	\$4.15/tray
WA (west of Cascades)	All Year	5 trays	\$40.00/drop or \$1.00/tray, whichever is greater
WA (east of Cascades)	Feb–Oct	10 trays	\$45.00/drop or \$1.00/tray, whichever is greater
Northeast USA	Call	80 trays	\$5.99/tray
Southeast USA	Call	80 trays	\$5.99/tray

- Trucking schedules are dependent on weather and volume. We reserve the right to delay or re-route shipments in case of inclement weather, or if volume does not warrant trucking to an area.
- Call for information about reduced freight rates for larger orders or full semi loads.