Updated October 28, 2026

Shipping Guidelines/Freight Program/FAQs

Shipping Guidelines

A current shipping address and phone number are critical for all shipments.

Overview

All UPS orders will ship automatically.

All less-than-truckload (LTL) and full truckload (FTL) orders will be shipped automatically unless the customer requests that the order be shipped at a later date, is part of a consolidated shipment, or the order contains bulk fertilizer.

1. The Conklin Distributor will place an order with a Customer Service Representative. If the order is over 150 pounds, and/or contains hazardous or oversized product, the shipment will ship with a less-than-truckload (LTL) or full truckload (FTL) carrier dependent on weight (please see weight limitations below for further information).
2. Upon order placement the Conklin Distributor will be required to provide the following information: contact name, name of the business if it is a non-residential shipment, valid shipping address, and a valid phone number.
3. The Conklin Distributor will receive a text, e-mail, and/or a phone call from Conklin when an LTL or FTL shipment is leaving the Conklin warehouse with tracking information.

The order recipient must arrange the means to unload product via pallet jack, forklift, and personnel. ***Drivers will not assist in unloading the shipment.*** It is the Distributor's/receiver's responsibility to ensure the delivery address and physical location is acceptable to the driver (grade, driveway angle, posted vehicle restrictions). If these accommodations cannot be met, the driver has the right to refuse delivery at the Distributor's expense.

If the Conklin Distributor requires special equipment to unload such as a pallet jack or liftgate they must request this at the time of order entry.

Please Note: Special equipment WILL NOT be provided for full truckload (FTL) shipments.

Weight Limitations/Space Limitations

The maximum weight we can load onto a dry van or heated trailer is 40,000 lbs.

A maximum of 24 standard size pallets (40 x 48) will fit onto a dry van trailer.

- Four (4) 55-gallon drums = One (1) pallet spot
- One (1) tote = One (1) pallet spot
- Mixed product will be combined onto a standard pallet (40 x 48)

The following oversize product less than 125 lbs. or hazmat products cannot ship UPS:

- Boardstock
- FLEXION® 2.0
- OUTPOST® TPO
- Rhino®/Rite-On® (120 lb.)
- Single-Ply Slip Sheet
- SpunFlex®
- Hazmat Acclaim® FSG
- Hazmat Acclaim® Pond B Gone
- Hazmat Affinity® (all sizes)
- Hazmat FLEXION® 2.0 Adhesive
- Hazmat Kombind® (5-gallon unit)
- Hazmat OUTPOST® TPO Bonding Adhesive

Shipment of Termination Bars

Due to the 10-foot length of Termination Bars, item 54577, the entire order will ship TBros only. The order that the Termination Bars are on has to be 12,000 lbs. or heavier.

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Bulk Fertilizer Shipments

Please refer to the current Feast® Fertilizer Program for shipping requirements

Special Order Product

Any product labeled with an asterisk (*) in the Conklin Pricer indicates that the product is a special order and may not be available to ship for up to three (3) weeks from the date ordered. Distribution will contact the Conklin Distributor when the special order product is being shipped.

Summer Cold-Pack Items

To minimize heat exposure, the following items are shipped with cold packs, Monday through Wednesday, from April 1 through September 30. **Please note:** Conklin does not guarantee viability of temperature sensitive products for non-expedited shipping.

Affected Products:

- Fastrack® Ruminant Microbial Gel Ultra
- Fastrack® Canine Gel Ultra
- Fastrack® Jump-Start™ Gel Ultra
- Fastrack® Non-Ruminant Gel Ultra
- Fastrack® Equine Gel Ultra
- Feedstore® Live Hay Inoculant
- Feedstore® Generation II Live Silage Inoculant
- Probiotic Support™, also included in: His Essential Pack®, Her Essential Pack®, Essential Nutrition Auto-Order, and LIFETRACK® Digestive Twin-Pack

Shipping Timeline

Conklin works to ship all UPS orders, less-than-truckload (LTL) orders and full truckload (FTL) orders within 72 business hours from the date of release. *Please note the current Roofing Products lead-times with Customer Service.*

Transit Change or Re-routed Shipment

If a truck is re-routed to an alternate destination after shipping from Conklin, **the Distributor will be responsible for any additional charges.** These may include but are not limited to detainment/storage, drop fees, additional mileage charge, redelivery, or re-consignment. **Current shipping address and phone number are critical.**

Address Change Fee

Any shipping address change requested through Customer Service after an order has been released is subject to a $50 administrative fee.

Changing an Order

Conklin's stated standard lead time for Distribution to ship an order is 72 business hours. If product is in stock, trucks are available, and the order volume allows, the Distribution Team works to fill and ship your order as soon as possible. If you need to change an order, we will work to accommodate your request given where your order is in the shipping process. If you make a change late in the day, it may delay your order shipment.

Limited Access Location Fee

Limited Access Location Fee applies when shipping via XPO. XPO will apply a $60 fee to sites that lack standard loading docks, open public hours, or easy semi-truck maneuverability. These sites include, but are not limited to:

Amusement Parks	Bars	Car Dealerships	Car Washes
Campgrounds	Cemeteries	Convenience Stores	Country Clubs
Daycare or Preschool	Fairgrounds	Gas Stations	Hospitals
Hotels, Motels	Medical Centers	Medical Clinics	Nursing Homes
Parks	Churches	Restaurants	RV Parks
Schools	Self-Storage Facilities	Ski Resorts	Vineyards

Conklin Hazmat Items & Shipping Fees

Hazmat (total product hazmat weight 1-799 lbs.) $45.00/order

- FLEXION® 2.0 Adhesive
- Kombind® (5-gallon unit)
- Affinity™ (all sizes)
- Acclaim® Pond B Gone
- Acclaim FSG
- OUTPOST® TPO Bonding Adhesive

Additional Services (must be requested during order placement)

• Pallet Jack (Less-than-truckload only, **not available** on full truckloads)	No Charge
• Lift Gate (Less-than-truckload only, **not available** on full truckloads)	No Charge
• Hazmat (total product hazmat weight over 800 lbs.)	$200

Notify Customer Service of any special unloading equipment required when placing your order. If the equipment is unavailable at the time of delivery, **the Distributor will be responsible for any re-delivery fees.**

Pallet Jack Purchasing Program

- For your convenience, Distributors can purchase a pallet jack with an order.
- Pallet jack $425.00 + tax and shipping when applicable.
- Pallet jack features: 5,500 lb. capacity, reinforced frame, individual weight 165 lbs., 48" x 27" forks, 7.6' max raised height, 7" polyurethane steering wheels, and 8" fork wheels.

Freight Program

The Conklin Freight Program applies to all non-bulk packaged products, with the exception of boardstock and Trufast® products. This is a domestic program offering freight transportation to destinations in the **48 U.S. contiguous states**.

Single Order/Less-than-Truckload (LTL) Shipments

Single orders shipping to one destination with a product value of $40,000 qualify for "free freight."

Freight charges for a single shipment with a product value less than $40,000 will be collected at the time the order is placed.

Single order shipments containing "special order" products, or products that are freezable during winter months, will be held until Conklin is able to ship the order complete. Should a Distributor choose to ship special order product/freezable items separate from all other products, the Distributor will be responsible for any additional freight charge(s).

***Order Value** = Price after all applicable discounts, excluding tax and freight

Consolidated Shipments

Consolidated shipments consist of multiple Distributor orders tied together via a Consolidated Truck Owner (CTO) Code. This allows the CTO to ship the multiple orders together to one destination. Please note: the entire consolidated order will be picked as one order. **It is the CTO's responsibility to separate the load into separate orders and charge the individual Distributors shipping.**

Conklin requires a minimum product value of $750 for a single order to be added to a Consolidated Shipment. No exceptions.

Freight charges for Consolidated Shipments will be applied based on the weight of the total shipment.

For (LTL) shipments, when the consolidated load ships, the Distribution Department determines shipping charges and provides Customer Service with the charge made to the CTO.

Each **Consolidated Shipment** will deliver to one and only one address.

Consolidated Shipments containing "special order" items, or products that are freezable during winter months, will be held until Conklin is able to ship the **Consolidated Shipment** complete. Should a Distributor choose to ship special order items / freezable items separate from all other products on the **Consolidated Shipment,** the Distributor will be responsible for any additional freight charge(s).

If the **Consolidated Shipment** qualifies for the Consolidated Freight Program under either the $60,000 or $30,000 bracket and is over 17,000 pounds a Customer Service Representative will call the CTO with the quoted freight amount. **Consolidated Shipments** will not ship until payment for freight charges has been collected.

Consolidate Freight Program Qualifications:

Total Order Value	Freight Charge paid by Distributor	Freight Charge paid by Conklin
$60,000	25% of total freight charge	75% of total freight charge
$30,000	75% of total freight charge	25% of total freight charge

Please refer to the questions and answers section for more information.

Conklin Company Warehouse

4551 12th Ave.
Shakopee, MN 55379

Conklin Company

551 Valley Park Dr.
Shakopee, MN 55379

Frequently Asked Questions

Q. When will my order ship?

All orders are shipped within 72 business hours of order placement, unless they are placed as an Ag Spring Shipment, bulk fertilizer, companion-ag order, or when product(s) are not available.

Q. What is a Distributor Code?

A **Distributor Code** is a number code assigned to a Distributor. The code allows Conklin to assign orders to a Consolidated Truck Owner (CTO). The CTO then uses the code to allow others in their organization to place orders that can be shipped on a consolidated truck load. The freight is paid for by the CTO who is responsible for collecting freight from individual Distributors. Freight charges will be calculated upon release of the Consolidated Shipment. The CTO can pay freight charges with credit card or ACH account.

It is important when a Distributor wants to place an order on a consolidated truck load that they give Customer Service the truck code at time of order. This order will be set up as NO-CHARGE freight. The Distributor will pay freight to the CTO.

Q. What is a Consolidated Shipment?

A **Consolidated Shipment** is a group of orders combined into one order under one **Consolidated Truck Owner (CTO) Code shipping to one set address.** The Distributor assigned to this code will be responsible for **releasing and paying freight** for the **Consolidated Shipment** with the Customer Service Department.

Q. When can all the products from Conklin be ordered at the same time on the same order?

Conklin has worked hard to consolidate all packaged goods under one roof. You may now order all packaged products at one time, on one order!

**Please note: This does not include bulk fertilizer. Bulk fertilizer is ordered on a separate order.*

Q. How much weight do I need in order to release a consolidated truck?

Conklin no longer has a weight minimum for a **Consolidated Shipment**. All consolidated orders will ship via a less-than-truckload (LTL) carrier or with a full truckload (FTL) provider. We are unable to ship **Consolidated Shipments** via UPS. If the consolidated weight is less than 125 lbs., the shipment will be subject to the less-than-truckload (LTL) carrier minimum charge. Contact Customer Service for your consolidated order total.

Q. Can I update the delivery address for a single order shipment?

Yes. You may update the delivery address for a single-order LTL shipment. Please note that changing the delivery address may result in additional charges, including applicable taxes.

If the delivery address is changed after the order has been picked or shipped, the Distributor will be responsible for a $50 administrative fee as well as any carrier reconsignment fees associated with the address change.

Q. Can I make changes or add to my order after the order has been closed?

Conklin's stated standard lead time for Distribution to ship an order is 72 hours. If product is in stock, trucks are available, and the order volume allows, the Distribution Team works to fill and ship your order as soon as possible. If you need to change your order, we will work to accommodate your request given where your order is in the shipping process. Making changes may delay the shipment of an order late in the day. Thank you for your understanding, as we work to efficiently serve you.

Q. What is the estimated time of arrival (ETA) for delivery from the date of shipment?

Delivery times will vary based on the method of transportation and specific carrier transit times. Once an order has been shipped, Conklin will text, email, or call the recipient with a carrier name and the carrier Progressive Number (PRO), (or tracking number), that can be used to track the shipment directly with the carrier.

Frequently Asked Questions, *continued*

Q. How can I learn how much weight is on my Consolidated Shipment?

Please contact one of our Customer Service Representatives who can aid in letting you know how many orders are currently assigned to the **Distribution Code**, the total dollar value, and the total weight of the shipment.

Q. Why is my shipment shipping via a less-than-truckload carrier (LTL) instead of UPS?

Conklin has weight limitations with UPS as a parcel carrier. Shipments over 150 lbs. will ship via one of our trusted less-than-truckload (LTL) or truckload carriers. Non-hazardous and standard orders that fall under 150 lbs. will ship via UPS parcel.

Q. Why is my shipment shipping via a truckload carrier (TL) instead of a less-than-truckload (LTL) carrier?

Shipments between 17,000 lbs. and 20,000 lbs. will be rated by a less-than-truckload (LTL) and a truckload (TL) carrier to determine the most cost-effective shipping method. Conklin Distributors will receive a call from a Customer Service Representative to notify the most cost-effective manner and provide the Conklin Distributor with the rate quote. Payment for the freight portion of the order will be collected at the time of the call.

Q. Which products cannot ship via UPS because they are hazardous or non-standard size?

Hazmat items:

- Flexion® Adhesive
- Kombind® (5-gallon unit)
- Affinity™ Parts A & B (all sizes)
- Acclaim® Pond B Gone
- Acclaim® FSG
- OUTPOST® TPO Bonding Adhesive

Oversized Products:

- FLEXION® 2.0 PVC: (78” x 100’), (39” x 100’)
- SpunFlex®: (76” x 300’)
- Single-Ply Slip Sheet: (4’ x 250’)
- Boardstock: (1 ½” x 4’ x 8’), 056580 (4’ x 8’)
- Aluminum Termination Bars: (10’)
- OUTPOST® TPO: (78” x 100’), (39” x 100’)

Q. How can I obtain a copy of my order acknowledgement (or invoice)?

You may request an order confirmation, which includes products ordered, price paid, freight, and tax from any Customer Service Representative and on the Conklin Portal. Invoices can be obtained ***after*** shipments have left the Conklin warehouse.

Q. How will I know my shipment has left Conklin?

When LTL or TL order(s) ship from our facility, Conklin will contact the Distributor, who released the shipment, to provide the name of the carrier and the carrier PRO number that can be used to track the shipment. Carriers may be contacted the day after an order has left our facility. The carrier PRO number may be used to obtain delivery status. Phone numbers and website addresses for our carriers can be requested from the Customer Service Department. If an order(s) or Consolidated Shipment ships out via a full truck load carrier, said carrier will contact the Consolidated Truck Owner to schedule a delivery. Tracking information is available on the Conklin Business Portal 1 hour after being shipped or Conklin Distributors can sign up for UPS My Choice. UPS My Choice will provide shipment updates for any order delivering to the address specified upon UPS My Choice set up. The link to sign up for UPS My Choice is *https://wwwapps.ups.com/doapp/signupmychoice*

Conklin LTL Carriers:

- XPO – (800) 755-2728 – **www.xpo.com**

Frequently Asked Questions, *continued*

Q. Why did my shipment arrive with blue pallet wrap?

Conklin uses blue pallet wrap on most pallets, excluding full pallets of Flexion 2.0® and OUTPOST® which are wrapped in clear pallet wrap. If you receive a pallet that is wrapped in clear pallet wrap, please call to notify Customer Service immediately at (952) 496-4200 or (800)756-2475.

Q. How long do I have to report shortages or damages to my shipment after receipt?

All delivery issues, including shortages and damages, **must be reported to Customer Service within two business days from the date of delivery.**

Any item reported damaged or missing after two business days will not be replaced by Conklin.

Q. What is the process for receiving a shipment via a less-than-truckload (LTL) or full truckload (FTL) carrier? What if there is damaged or short product upon receipt?

1. Conklin uses blue pallet wrap on most pallets, excluding full pallets of Flexion 2.0® and OUTPOST® which are wrapped in clear pallet wrap. If your shipment arrives without blue pallet wrap, it may indicate a shipping error. Have the driver note the damage or discrepancy and contact Customer Service at (952) 496-4200 or (800)756-2475.

   If damage or discrepancy of delivery is experienced outside of normal Conklin business hours (Monday through Friday, 8:00 a.m. – 5:00 p.m. CDT), call (816) 326-6200 and leave a message.

2. Distributors must count all pallets/boxes to determine if they match the less-than-truckload or full truckload carrier's paperwork. If the paperwork does not match, please note on the carrier paperwork the number of shorted pallets or boxes.

   - **Important:** If no shortages or damages are noted on the delivery receipt, both Conklin and the carrier will consider the shipment to have been received in good condition. In that case, Conklin will not issue replacements or file a claim.
   - **Photographs:** Take photos of any damaged products or packaging to assist with the claims investigation.
   - **Do Not Discard Damaged Product:** If damage is discovered at the time of delivery or after the carrier has left the premises, the Distributor must retain all damaged products and packaging until further instructions are provided. The carrier may require an inspection before approving a claim or authorizing replacement products.

Q. What is a Limited Access Location? What is the fee? Can I avoid it?

Limited Access Locations, for XPO LTL shipments, include:

- sites not open to the public during normal business hours
- sites that don't have personnel readily available to assist with pick up
- sites where security related inspections are required
- and/or sites in which vehicle access is restricted or hard to maneuver.

We have negotiated a flat **fee of $60** for these locations, and our Distribution Team can help identify alternatives to avoid the fee if needed. **Please notify customer service if you are shipping to a job site that may include a Limited Access Location.**