

Shipping Guidelines/Freight Program/FAQs

Shipping Guidelines

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 lift-gate 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 a less-than-truckload (LTL) carrier can haul is between 17,000 and 19,000 lbs. Any order placed with a weight over 17,000 lbs. will require a rate quote, which will be provided by our Distribution Department.

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 will need to ship via a less-than-truckload carrier (LTL):

- Flexion®
- SpunFlex™
- Hazmat Flexion Adhesive
- Hazmat Affinity® (all sizes)
- Single-Ply Slip Sheet
- Boardstock
- Rhino®/Rite-On® (120 lb.)
- Hazmat Kombind® (5 gallon unit)
- OUTPOST®

Any additional order(s) exceeding the weight or space limitations will be shipped at the Distributor's expense.

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.**

Conklin Hazmat Items

- Flexion® Adhesive
- Kombind® (5-gallon unit)
- Affinity™ (all sizes)

Additional Services (must be requested during order placement)

- Pallet Jack (Less-than-truckload only, **not available** on full truckloads) Free
- Lift Gate (Less-than-truckload only, **not available** on full truckloads) \$150
- Hazmat (total product hazmat weight over 800 lbs.) \$200

If delivery of a shipment is attempted and requires special equipment for unloading and the equipment is not available at the time of immediate delivery, the **Distributor will be responsible for the re-delivery fee as well as the fee for the required equipment.**

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.

Distributors can only order at the time of order placement or during spring shipment release.

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 an product value of \$35,000 qualify for “free freight.”

Freight charges for a single shipment with a product value less than \$35,000 will be collected at the time the order is placed.

Once a truck has reached a maximum capacity of 40,000 pounds (full truckload), the remaining product will ship at the Conklin Distributor’s expense.

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.

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

Yes, you have the option to update the delivery address for a single order LTL shipment. Please be advised that any changes made to the delivery address of an order may incur additional charges, such as tax charges. If a change of the delivery address is made after the order has been picked or shipped, a reconsignment fee will be owed to the carrier. Those charges will be the responsibility of the Distributor.

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 (5 gallon pails)

Oversized Products:

- Flexion® XL PVC: (78" x 100'), (39" x 100')
- Single-Ply Slip Sheet: (4' x 250')
- Aluminum Termination Bars: (10')
- SpunFlex™: (76" x 300')
- Boardstock: (1 ½" x 4' x 8'), 056580 (4' x 8')
- OUTPOST®: (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 will be using blue pallet wrap on all pallets shipping out of our warehouse. If you receive a pallet that is wrapped in clear pallet wrap, please call to notify Customer Service immediately at (800) 756-2475 or (952) 496-4200.

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. All Conklin products should be on pallets wrapped in blue pallet wrap; if the pallets are not wrapped in blue pallet wrap, this is the first indication something may be incorrect with the shipment and you should call Customer Service at (952) 496-4200 prior to the carrier leaving the premises. If the delivery takes place outside of normal Conklin business hours (Monday through Friday 8 a.m. - 5 p.m. CDT), please leave a message on the main line and note on the carrier delivery receipt "**subject to count and inspection.**" All shipments should be received and the delivery receipt signed "**subject to count and inspection**" regardless of the delivery state. This statement will allow Conklin and the Distributor to report any damages or shortages with the carrier after the carrier has left the premises.

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.

- If there are no notations made on the delivery receipt, it will be determined by both Conklin and the carrier the shipment was received free and clear of any damage or shortages and Conklin will not issue replacements or file a claim on behalf of the Distributor.
- Note: Please photograph damages to aid in our investigation.
- Please note: If damage is indicated or noted at the time of receipt or after the carrier has left the premises, the Conklin Distributor **MUST** keep the damaged product until further instruction can be provided. The carrier may require a direct inspection of the damaged product to pay any claims or replace any damaged items.

Q. Why am I no longer provided with an order when placing a mock order?

Conklin has implemented a new quoting system. The quoting system allows us to provide our Conklin Distributors with a fluid work order that can be updated and changed until the decision is made to change the quote to a paid order. Quotes can be updated and revised up to 14 days from original placement. If a quote is not paid and transitioned to a paid order within the 14 days, the quote will no longer be valid. Quotes containing special promotional pricing must be paid for by promotion end date requirements.