

## IMPORTANT NOTICE – PLEASE NOTE THIS CHANGE

# KROLL HAS UPDATED FOR 2024 OUR FREIGHT PROGRAM

## Backorders Will Ship FREE With NEW Orders ONLY

Due to inflation and increased rates from UPS, FedEx, and USPS, we regret to inform you that we can no longer fully absorb the continually rising logistic costs. We continue and are committed to offering the most affordable options and services for you.

### ALL NEW Orders – Shipping Charge of \$15.99 Per Standard Order

Backorders with New Orders SHIP FREE (Backorders that complete and go out without a new order will incur a \$6.99 flat rate charge.)

Firearm Shipping Will Remain \$9.99 & Drop Ship Program will not Change

\$299.99 per pallet for all palletized/oversized orders

New order backorders ship free freight. Program excludes firearms, international, non-continental, US, Direct/Drop Ship, 3PL, Air Shipments, & LTL.

Backorders will ONLY combine to new orders with identical addresses for each backorder.

Check [krollcorp.com](http://krollcorp.com) to view backorders or contact your account manager/Kroll customer service for more questions.

Alaska, Hawaii, Guam, Puerto Rico, and Virgin Islands

Shipments will incur Kroll's actual freight charges.

## DESIGNATED DROP SHIP ACCOUNTS

Greater than 0 ounces - Less than 8 ounces	\$4.49+
Greater than 8 ounces - Less than 1 pound	\$5.49+
Greater than 1 pound - Less than 5 pounds	\$9.99
Greater than 5 pounds - Less than 10 pounds	\$10.99
Greater than 10 pounds	\$19.99
*Above table for lower 48 only	
<b>Shipments to AK, HI, APO/FPO, Guam, PR, VI</b>	
*Subject to weight table above if over 50 lbs.	\$19.99*
+Surcharge for packages that contain hazardous material(s)	\$3.00



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[www.krollcorp.com](http://www.krollcorp.com)

## LTL & FTL Delivery Receipt Instructions & Acknowledgment

It is extremely important to follow and acknowledge the steps below, if not followed and you discover a shortage after the carrier has departed and no note of any shortage is written on the delivery receipt Kroll will not be responsible for reimbursement.

### PLEASE READ THE FOLLOWING STEPS AND SIGN ACKNOWLEDGMENT OF UNDERSTANDING BELOW

#### STEP 1: Anticipate Delivery

Know what is coming and be prepared to unload the freight.

- Do you have the proper equipment to unload?
- Is there a dock for delivery, or must freight be delivered to the ground?
- Can you accommodate a load that is double stacked?
- Allow enough time to inspect whatever you're receiving.

#### STEP 2: Inspect the Packaging

If there is any visible damage to the outside packaging, take a picture and check out the product inside.

#### STEP 3: Document Any Damage

Notate the damage or missing items on the POD (Proof of Delivery). Be specific. For example, in the case of a shortage write, "Order Incomplete, 2 of 3 pallets delivered (pallet containing XXX missing)".

- If reasonable, the shipment should be accepted, and steps should be taken to minimize the loss. If it is absolutely necessary to refuse a shipment, advise the shipper so they can work with the carrier to avoid further damage or loss.
- When accepting damaged freight, take pictures and store the entire shipment in a secure spot to facilitate inspection. Retain all the packing material as well. Without all the material for inspection, the carrier may decline your claim in full.
- Report the damage or loss to the carrier as soon as possible. Claims must be reported within 5 days of delivery and a formal notice of intent to file a claim must be issued.
- Establishing this procedure as a standard protocol can help avoid additional fees or complicate claim resolution.

#### STEP 4: Review and Verify

Review the BOL (Bill of Lading/ Delivery Receipt) to verify any accessorials being charged. If that service (Lift Gate, Inside Delivery, etc.) was not ordered or rendered, mark the Delivery Receipt / POD accordingly.

#### STEP 5: Sign and Date

Be sure the driver signs and dates both your copy and the drivers copy of the delivery receipt/POD. Also, print and sign your name clearly on the delivery receipt. Be sure to keep a copy of your delivery receipt / POD.

If you have any questions on the steps above, please reach out to the following contacts:

Robert Miller - Outbound Operations Manager ( [rdm@krollcorp.com](mailto:rdm@krollcorp.com) )

Trey Rammel – Logistics Manager ( [trey.rammel@krollcorp.com](mailto:trey.rammel@krollcorp.com) )

Nick Paterna – Shipping Clerk ( [nick.paterna@krollcorp.com](mailto:nick.paterna@krollcorp.com) )

#### I have read the LTL & FTL delivery instructions and agree to adhere to the steps when receiving packages.

Name \_\_\_\_\_ Date \_\_\_\_\_

Title \_\_\_\_\_ Company \_\_\_\_\_

Company Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Kroll Account Number \_\_\_\_\_ Signature \_\_\_\_\_