

STANDARD FREIGHT PROGRAM

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

\$299.99 per pallet for all
palletized/oversized orders

Domestic Shipping Only

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

Backorders being attached
to new orders will ship
free freight.

Check 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.

Additional Charges

Shipments to AK, HI, APO/FPO, Guam, PR, VI

Will Incur Kroll
Cost from Carrier

Shipments up to 50 lbs.

\$15.99*

*Greater than 50 lbs. But less than 100 lbs.

\$49.99

*Greater than 100 lbs. But less than 200 lbs.

\$149.99

Over 200 lbs. subject to pallet pricing

\$299.99/Skid

KROLL

IMPORTANT NOTICE – PLEASE NOTE THIS CHANGE

KROLL HAS UPDATED FOR 2024 OUR DESIGNATED DROP SHIP FREIGHT PROGRAM

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.

Firearm Shipping Will Remain \$9.99
\$299.99 per pallet for all palletized/oversized orders
Domestic Shipping Only

Check 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

Designated Drop Ship is defined and vetted by Kroll International. Only Ecommerce.

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	

Additional Freight Charges

Shipments to AK, HI, APO/FPO, Guam, PR, VI will incur published rate.	Will Incur Published Rate
+Surcharge for packages that contain hazardous material(s)	\$3.00

Freight Table

*Greater than 50lbs but less than 100lbs	\$49.99
*Greater than 100lbs but less than 200lb	\$99.99
*Over 200 lbs subject to pallet pricing	\$299.99/skid



51819 Danview Technology Court, Shelby Township, MI 48315
Phone: 586-739-9200 | Fax: 586-739-0600

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 - Logistics Manager (rdm@krollcorp.com)

Trey Rammel – Inbound Operations Manager (trey.rammel@krollcorp.com)

Nick Paterna – Shipping Supervisor (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 _____

Ground Shipment Claims for Damaged Package & Product

If you have a damaged package or damaged product shipped through UPS or FedEx, Kroll will need the following to properly file the claim and issue credit:

***PLEASE Inspect Package as soon as it arrives.
Claim must be submitted within 10 business days.***

PHOTO DOCUMENTATION: All Photos Required

You have 10 days upon receipt to claim any damage or shortages.

During the photo documentation process, seven different photos will be requested:

- A photo showing the damaged item and how it was packaged inside the box
- A photo of the damaged item
- A photo of the packaging material used
- Please take multiple photos of the shipping label clearly displaying the tracking number
- Please take multiple photos of the shipping box and include photo of the box manufacturer certificate and top and bottom of box
- Two photos showing all six sides of the package (one showing top and two sides, another showing bottom and opposite sides)
- Dimensions of the box (length width and height) will also be needed.

**Failure to adhere to the steps outlined above,
may result in the denial of the claim and credit request.**