

# **Garrett Container Systems, Inc.**

123 North Industrial Park Ave. Accident, MD 21520

Telephone 301.746.8970

Fax 301.746.8966

1.800.582.2540

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

## **Inbound Shipping Policy**

All we ask is that you help us by getting our orders to us on time, in the most cost efficient manner and in good shape. If you have any questions about our policy, please contact our Director of Purchasing at **301.746.8970 ext 225**.

### **1. On Time**

**Too early:** Any shipment that arrives 10 or more days before the due date is way too early. As we know some vendors may want to ship as they have an item in stock, we ask that you coordinate early shipment with our purchasing department. Early shipments are treated as exceptions rather than standard practice. We just do not have enough room to store extra supplies.

**Late:** When a shipment arrives late, it really creates problems. Since the majority of our business involves “kitting” for our customers, late shipments hold up kits. A \$500 widget could hold up a \$500,000 order. A phone call or email between your sales rep and our purchasing agent in advance allows us an opportunity to work with our customer if an item will be late. **Please call us if an item will be late.....**

#### **Other information:**

We accept deliveries Monday through Friday from 7:00 a.m. through 3:00 p.m. with two exceptions:

- Aluminum extrusions Monday through Thursday same times as above. If you absolutely must deliver on Friday you must make special arrangements with us. You can do that by calling us at 301.746.8970 and speaking with our Director of Purchasing at ext 225
- No forklift off loading on Mondays between 10:00 and 11:00 a.m. Our forklift operators are in a mandatory meeting for one hour every Monday during that time.

Sometimes, a shipment for us may be going somewhere other than Accident, Maryland. The Bill of Lading must instruct the freight carrier to third party bill freight to us.

Please take an extra moment to ensure a packing slip is included with the shipment or email or fax a copy of the packing slip to us at **301.746.8814**, email **[purchasing@garrettcontainer.com](mailto:purchasing@garrettcontainer.com)**.

### **2. Cost Efficient**

We know there are many ways to move supplies around. But some ways we believe are better than others. Use the following when determining the best way to ship to us:

**Small packages (up to 150 lbs):**

If your shipment to us weighs 150 lbs or less, please use UPS Ground.

**In between packages (150 lbs or more or 1-8 pallets):**

If your shipment to us weighs more than 150 lbs or is 1-8 pallets please use less than truckload (LTL) shipping methods or truckload rate. Generally, the truckload rate should be saved for loads of 6-8 pallets, but please check to see whether the LTL or truckload rate is best and use that. We have found that Yellow Freight or Fed Ex Freight are the most reliable, so please use one or the other (unless our P.O. identifies an alternative carrier).

**Big Packages (8-24 pallets)**

If you are shipping something really big and heavy, please use partial truck or full truck. We must know when the truck is coming, so please contact us to report delivery. You may contact us and we will work with you to find the best carrier

**Whatever shipping manner you use, please provide us an email or phone call with the tracking or Pro number of the shipped goods. UPS and Fedex both have great tools for automatic notification.**

**3. In Good Shape (on the inside and outside)**

Please be proactive to ensure our supplies arrive here undamaged. Here are some steps to consider to prevent damage and allow us to know what is in the package before we open it.

**Damage Control**

*Small packages:* Please use packing material like plastic bubbles or peanuts (the Styrofoam kind). Also please secure the carton with really good tape so it stays closed until we open it.

*In between and big shipments on pallets:* When possible please stretch wrap and band the pallets with steel bands (for loads that require banding) nice and neat with no overhang and a minimum of 2" floor clearance.

Although we hate to turn stuff away, we reserve the right to do so when we see damage to any shipment.

**Packing Slips**

We ask you to secure the packing slip to the OUTSIDE of the carton and include ALL of the following information on all packing slip:

Your name and address

GCS P.O. number

Number of pallets or cartons

Product name and description

GCS part number

Your part number

Quantity ordered

Quantity shipped

**4. Possible results of not following our policy**

Although we will work with each of our vendors to ensure our supplies arrive on time, via the most costly way, and in good shape, we must ask you to follow our policy to the best of your abilities.

When we get shipments that need extra attention because they are delivered improperly, packaged improperly or without packing slips, it really causes a labor burden on us, as employees get pulled away from their regular duties to fix the problem.

When items arrive way early, too late, by other than a cost efficient way or are damaged due to poor packaging, we reserve the right to do any of the following:

1. Paying your bill past the due date without penalty;
2. You may receive a charge back from us for repair cost, storage, or a reasonable labor cost to remedy the problem; or
3. In the worse case, we may refuse acceptance of the delivery altogether.