SolEpoxy, Inc.
211 Franklin Street
Olean, NY 14760, USA

Tel: +1 (716) 372 6300
Fax: +1 (716) 372 6864

ordering@solepoxy.com
www.solepoxy.com

SolEpoxy Cold Shipping and Coordination with Customer's Forwarder

- SolEpoxy products are sensitive to temperature and we recommend that all of our products ship cold. To waive cold transport **(NOT RECOMMENDED)** you must sign a shipping waiver.

- Customers are responsible for securing a carrier/freight forwarder and/or providing us a shipping method. **We do not provide freight estimates as our customers are all billed direct for freight charges** from their selected carriers.

Communication process with your selected carrier/forwarder

1. Please make initial contact with your forwarder/carrier and provide us a **contact name, email address and phone number** of the person at the carrier/forwarder for SolEpoxy to communicate and coordinate with.
2. If you do not provide us the contact information of the person at the carrier/forwarder, **we cannot coordinate your shipment,** and will request that you coordinate your shipment and provide us **with a Waybill or Bill of Lading.**
3. We can provide shipment details (package dimensions, weight, number of pallets) for you to seek out quotes for different shipping methods and revert back to us with your selected shipping method and account information.
4. Please see the **special conditions that applies to the below carriers.**

SPECIAL CONSIDERATIONS BASED ON THE CARRIERS:

DHL:

- We are unable to schedule shipments with DHL, consequently customers shipping with this method must provide the Waybill to our Logistics Department.

FedEx/UPS:

- Please specify the shipping preference (Ground, Overnight, Economy Freight etc. etc.) to use. Without this clarification, **SolEpoxy will choose the most economical option.**
- The shipping preference should be provided on your Purchase Order and/or the Customer Contact Form requested to be completed during the purchasing process.
- **FedEx and UPS Ground, Air, or Freight does not provide a cold transport option. To ship with either of the mentioned methods, you must either:**
  1. Complete a shipping waiver and waive cold transport **(NOT RECOMMENDED)**
  2. Purchase an insulated/temperature-controlled flight pack from us at our cost to fulfill cold shipping:
     i. Select the appropriate size flight pack.
     ii. Add the flight pack(s) and cost to your purchase order.

Size	Cost	Fits # Pails	or # Cartons <16 kgs	Weight	Shipping
Extra Small	$140.00	1	1(2)	<150lbs	Ground or Air
Small	$184.00	2	2 - 4	<150lbs	Ground or Air
Medium	$351.00	3 - 8	5 - 14	>150 lbs	*
Jumbo	$505.00	9 - 18	17 - 27	>150 lbs	*

*Medium and Jumbo flight packs will run at Heavy Weight costs as they cannot be picked up in the small vans.
*Medium flight packs it is often cheaper to purchase two small flight packs or nominate cold transport carrier.
*Jumbo flight packs it is often cheaper to nominate cold transport carrier.

Thank you for understanding,
ordering@solepoxy.com