



FREIGHT INFORMATION AND POLICIES

When placing an order with ITD Chemical, you may use your shipping account or ITD’s freight account (Pre Pay and Add). Please advise of any special shipping needs shown below to ensure your product reaches you in a timely manner.

Freight on Your freight account: Please provide the account number and designate if this is a truck line account or a Fed Ex / UPS ground account. Failure to delineate between the two can cause major issues related to shipping hazardous materials, which can’t be shipped ground.

Freight on ITD’s freight account: You may choose to have the freight cost added to your invoice. ITD requires the following information for shipping and to ensure the cost is quoted accurately.

Shipping address, including zip code: _____

Customer’s Phone Number: _____

Check all that apply:

- | | |
|--------------------------------------------------------|-------------------------------------------------------------|
| <input type="checkbox"/> Residential location* | <input type="checkbox"/> Inside Delivery Needed |
| <input type="checkbox"/> Set an appointment to Deliver | <input type="checkbox"/> Hold on Dock |
| <input type="checkbox"/> Call Before Delivery | <input type="checkbox"/> Destination is a School / or Farm |
| <input type="checkbox"/> Lift Gate needed | <input type="checkbox"/> Destination is a construction site |
| <input type="checkbox"/> Limited Access Delivery | |

**Note: Operating a business out of a residential home does not make it a commercial address. Residential fees and potentially longer delivery times apply.*

IMPORTANT POLICIES AND INFORMATION:

- Freight rates vary from day-to-day, week-to-week, and season-to-season. ITD quotes each shipment to a minimum of 3 carriers and works to keep freight costs as low as possible for all customers.
- ITD’s freight quote is only a quote. Customer is responsible for final shipping charges whether they match the initial quote or not.
- If the recipient makes any special requests of the driver at the time of delivery which are not shown on the bill of lading, those extra charges are the customer’s responsibility.
- It is the customer’s responsibility to inspect the shipment and count the pieces prior to signing the delivery ticket. If damages occurred in shipping or items are missing, please note this on the driver’s delivery ticket. This enables ITD to file appropriate claims on your behalf. Once you have accepted the shipment, you own the shipment.
- If you set a delivery time and the driver attempts to deliver and no one is there to receive the freight, trucking companies charge a re-delivery fee, and the customer is responsible for that fee.