

Shipping Guidelines/Freight Program/FAQs

Shipping Guidelines

Overview

All UPS orders will ship automatically.

All less-than-truckload (LTL) and truckload (TL) orders will be shipped automatically unless the customer requests that the order be shipped at a later date, is part of a consolidated shipment, or the order contains bulk fertilizer.

1. The Conklin Distributor will place an order with a Customer Service Representative. If the order is over 150 pounds, contains hazardous or oversized product the shipment will ship with a less than truckload (LTL) or truckload (TL) carrier dependent on weight (please see weight limitations below for further information).
2. Upon order placement the Conklin Distributor will be required to provide the following information: contact name, name of the business if it is a non-residential shipment, valid shipping address and a valid phone number.
3. The Conklin Distributor will receive a phone call from a Customer Service Representative when the shipment is leaving the Conklin warehouse with tracking information so the Distributor is able to track their order and determine the estimated time of arrival.

The order recipient must arrange the means to unload product via pallet jack, forklift and personnel. **Drivers will not assist in unloading the shipment.** It is the Distributors/receivers responsibility to ensure the delivery address and physical location is acceptable to the driver (grade, driveway angle, posted vehicle restrictions). If these accommodations cannot be met, the driver has the right to refuse delivery at the Distributor's expense. If the Conklin Distributor requires special equipment to unload such as a pallet jack or lift-gate they must request this at the time of order entry. Please note special equipment **WILL NOT** be provided for full truckload (FTL) shipments.

Weight Limitations/Space Limitations

The maximum weight a less-than-truckload (LTL) carrier can haul is between 17,000 and 19,000 lbs. Any order placed with a weight over 17,000 lbs. will require a rate quote, which will be provided by our Transportation Manager.

The maximum weight we can load onto a dry van or heated trailer is 40,000 lbs.

A maximum of 24 standard size pallets (40x48) will fit onto a dry van trailer.

- Four (4) 55-gallon drums = One (1) pallet spot / Five (5) 30-gallon drums = One (1) pallet spot
- One (1) tote = One (1) pallet spot
- Mixed product will be combined onto a standard pallet (40x48)

The following oversize product less than 125 lbs. will need to ship via a less-than-truckload carrier (LTL).

- Flexion
- SpunFlex
- OuTPOst
- Single-Ply Slip Sheet
- Boardstock

Any additional order(s) exceeding the weight or space limitations will be shipped at the Distributor's expense.

Bulk Fertilizer Shipments

Please refer to the current Feast® Fertilizer Program for shipping requirements.

Special Order Product

Any product labeled with an asterisks (*) in the Conklin Pricer indicates that the product is a special order and may not be available to ship for up to three (3) weeks from the date ordered. A Customer Service Representative will contact the Conklin Distributor when the special order product is available. *Please note: This call does **not** release the order to ship.*

Summer Cold-Pack Items

To ensure product does not degrade in transit, the following items are only shipped, Monday thru Wednesday, from April 1 through September 30, with cold packs. Please note: Conklin does not guarantee viability of temperature sensitive products for non-expedited shipping.

Affected Products:

- Fastrack® Ruminant Microbial Gel Ultra
- Fastrack® Non-Ruminant Gel Ultra
- Fastrack® Canine Gel Ultra
- Fastrack® Equine Gel Ultra
- Fastrack® Jump-Start™ Gel Ultra
- Feedstore® Generation II Live Silage Inoculant
- Feedstore® Live Hay Inoculant
- Probiotic Support™, also included in: His Essential Pack, Her Essential Pack, Essential Nutrition Auto-Order, and LIFETRACK® Digestive Twin-Pack

Shipping Timeline

Conklin will ship all UPS orders, less-than-truckload (LTL) orders, full truckload (FTL) orders, and **Consolidated Shipments** within 48 business hours from the date of **release**. Example: When an order is **released** to ship on Monday, the order will ship by end of day on Wednesday. *Please note the current Roofing Products lead-times with Customer Service.*

Back Orders

Any product not available to ship within the 48-hour timeline is considered a back order. All product(s) back ordered will be shipped as soon as they become available at no additional cost to the Distributor, unless otherwise communicated by a Customer Service Representative. *Please note that this does not include Companion Ag Products and or Roofing Product lines.*

Transit Changes or Re-routed Shipment

If a truck is re-routed to an alternate destination after shipping from Conklin, the Distributor will be responsible for any additional charges. These may include but are not limited to detainment/storage, drop fees, additional mileage charge, or re-consignment.

Conklin Hazmat Items

- Flexion® Adhesive
- Kombind® (5-gallon unit)
- Affinity™ Parts A & B

Additional Services (must be requested during order placement)

- | | |
|---|-------|
| • Pallet Jack (Less-than-truckload only, not available on full truckloads) | Free |
| • Lift Gate (Less-than-truckload only, not available on full truckloads) | \$150 |
| • Hazmat (product weight over 750 lbs.) | \$200 |

If delivery of a shipment is attempted and requires special equipment for unloading and the equipment is not available at the time of immediate delivery, the Distributor will be responsible for the re-delivery fee as well as the fee for the required equipment.

Freight Program

The Conklin Freight Program applies to all non-bulk packaged products, with the exception of boardstock and Trufast® products. This is a domestic program offering freight transportation to destinations in the **48 U.S. contiguous states**.

Single Order/Less-than-Truckload (LTL) Shipments

Single orders shipping to one destination with an product value of \$30,000 qualify for “free freight”.

Freight charges for a single shipment with an product value less than \$30,000 will be collected at the time the order is placed.

Once a truck has reached a maximum capacity of 40,000 pounds, the remaining product on order will ship at the Conklin Distributors expense.

Single order shipments containing “special order” products or products that are freezable during winter months will be held until Conklin is able to ship the order complete. Should a Distributor choose to ship special order product/freezable items separate from all other products, the Distributor will be responsible for any additional freight charge(s).

***Order Value** = Price after all applicable discounts, excluding tax and freight

Consolidated Shipments

Consolidated shipments consist of multiple Distributor orders tied together via a **Distributor Code**, which allows them to ship together to one destination.

Conklin requires a minimum **product value** of **\$750 for a single order** to be added to a **Consolidated Shipment**.

Freight charges for **Consolidated Shipments** will be applied based on the weight of the total shipment.

For less than truckload (LTL) shipments, a Customer Service Representative will calculate all freight charges at the time the **Consolidated Shipment is released**.

Each **Consolidated Shipment** will deliver to one and only one address.

Consolidated Shipments containing “special order” items or products that are freezable during winter months will be held until Conklin is able to ship the **Consolidated Shipment** complete. Should a Distributor choose to ship special order items / freezable items separate from all other products on the **Consolidated Shipment**, the Distributor will be responsible for any additional freight charge(s).

If the **Consolidated Shipment** qualifies for the freight program under either the \$60,000 or \$30,000 bracket and is over 17,000 pounds, a Conklin Customer Service Representative will request a freight quote from one of our preferred truckload carriers. A Customer Service Representative will call the Distributor who released the **Consolidated Shipment** with the quoted freight amount. **Consolidated Shipments** will not ship until payment for freight charges has been collected.

Consolidate Freight Program Qualifications:

Total Order Value	Freight Charge paid by Distributor	Freight Charge paid by Conklin
\$60,000	25% of total freight charge	75% of total freight charge
\$30,000	75% of total freight charge	25% of total freight charge

Please refer to the questions and answers section for more information.

Conklin Company Warehouse

4551 12th Ave.
Shakopee, MN 55379

Conklin Company

551 Valley Park Dr.
Shakopee, MN 55379

Frequently Asked Questions

Q. When will my order ship?

All orders are shipped within 48 hours of order placement, unless they are placed as a winter storage, bulk fertilizer, or companion-ag order.

Q. What is a Distributor Code?

A **Distributor Code** is an alpha numeric or number code assigned to a Distributor. The code allows Conklin to tie orders together to ship to one delivery address. When a Distributor is assigned a **Distributor Code**, others in your organization are able to place orders on the **Distributor Code**. If a Distributor wishes to place an order on a Distributor Code, he/she will need to notify the Customer Service Representative at the time of order placement. Conklin Distributors may have only one **Distributor Code** tied to their account.

All orders entered against a **Distributor Code** will not incur freight charges at the time of order entry. All **Distributor Codes** will be set up as **NO-CHARGE** freight. The Distributor tied to the **Distributor Code** will be responsible for the total freight charge. Freight charges will be calculated and collected upon **release** of the **Consolidated Shipment**. Freight charges can be paid using a credit card or ACH account. Collecting freight in this manner allows us to shop for the best rate available for each shipment.

Q. What is a Consolidated Shipment?

A **Consolidated Shipment** is a group of orders placed under one **Distributor Code**. The Distributor assigned to the **Distributor Code** will be responsible for **releasing** the **Consolidated Shipment** with the Customer Service Department.

Q. When can all the products from Conklin be ordered at the same time on the same order?

Conklin has worked hard to consolidate all packaged goods under one roof. You may now order all packaged products at one time, on one order!

**Please note: This does not include bulk fertilizer.*

Q. How much weight do I need in order to release a consolidated truck?

Conklin no longer has a weight minimum for a **Consolidated Shipment**. All consolidated orders will ship via a less-than-truckload (LTL) carrier or with a full truckload (FTL) provider. We are unable to ship **Consolidated Shipments** via UPS, if the consolidated weight is less than 125 lbs., the shipment will be subject to the less-than-truckload (LTL) carrier minimum charge.

Q. Can I update the delivery address for a Consolidated Shipment after the order is placed with Customer Service?

Yes, you can update the address for a **Consolidated Shipment** after order(s) have been placed. A Customer Service Representative will need to update each order placed under the **Distributor Code**. Any changes to the delivery address of an order(s) may incur additional charges, such as tax charges. If this occurs, it will be the Distributor's responsibility to pay for any additional charges on each order.

Q. Can I update the delivery address for a single order shipment?

Yes, you have the option to update the delivery address for a single order LTL shipment. Please be advised that any changes made to the delivery address of an order may incur additional charges, such as tax charges. Those charges will be the responsibility of the Distributor.

Frequently Asked Questions, *continued*

Q. What is the estimated time of arrival (ETA) for delivery from the date of shipment?

Delivery times will vary based on the method of transportation and specific carrier transit times. Once an order has been shipped, one of Conklin's Customer Service Representatives will call the recipient with a carrier name and the carrier PRO number that can be used to track the shipment directly with the carrier.

Q. How can I find out how much weight is on my Consolidated Shipment?

Please contact one of our Customer Service Representatives who can aid in letting you know how many orders are currently assigned to the **Distribution Code**, the total dollar value, and the total weight of the shipment.

Q. Why is my shipment shipping via a less-than-truckload carrier (LTL) instead of UPS?

Conklin has weight limitations with UPS as a parcel carrier. Shipments over 150 lbs. will ship via one of our trusted less-than-truckload (LTL) or truckload carriers. Non-hazardous and standard orders that fall under 150 lbs. will ship via UPS parcel.

Q. Why is my shipment shipping via a truckload carrier (TL) instead of a less-than-truckload (LTL) carrier?

Shipments between 17,000 lbs. and 20,000 lbs. will be rated by a less-than-truckload (LTL) and a truckload (TL) carrier to determine the most cost-effective shipping method. Conklin Distributors will receive a call from a Customer Service Representative to notify the most cost-effective manner and provide the Conklin Distributor with the rate quote. Payment for the freight portion of the order will be collected at the time of the call.

Q. Which products cannot ship via UPS because they are hazardous or non-standard size?

Hazmat items:

- Flexion® Adhesive
- Kombind® (5-gallon unit)
- Affinity™ Parts A & B

Oversized Products:

- Flexion®: (72'X100'), (36"X100')
- Single-Ply Slip Sheet: (4'X250')
- Aluminum Termination Bars: (10')
- SpunFlex™: (76"X300')
- Boardstock: (1 ½"X4'X8'), 056580 (4'X8')
- OuTPOst (78'x100'), (39'x100')

Q. How can I obtain a copy of my order acknowledgement (or invoice)?

You may request an order confirmation, which includes products ordered, price paid, freight, and tax with any Customer Service Representative. Invoices can be obtained **after** shipments have left the Conklin warehouse.

Q. How will I know my shipment has left Conklin?

When less than truckload or truckload order(s) ship from our facility, one of our Customer Service Representatives will contact the Distributor who released the shipment. The Customer Service Representative will provide the name of the carrier and the carrier PRO number that can be used to track the shipment. Carriers may be contacted the day after an order has left our facility. The carrier pro number may be used to obtain delivery status. Phone numbers and website addresses for our carriers can be requested from the Customer Service Department. If an order(s) or Consolidated Shipment ships out via a full truck load carrier, said carrier will be contact the coordinator or designated Distributor to schedule a delivery. Conklin will not call with tracking information for any order shipping via UPS. Conklin encourages Conklin Distributors to sign up for UPS My Choice. UPS My Choice will provide shipment updates for any order delivering to the address specified upon UPS My Choice set up. The link to sign up for UPS My Choice is <https://www.wapps.ups.com/doapp/signupmychoice>

Conklin LTL Carriers:

- Conway Freight/XPO – (800) 755-2728 – www.xpo.com
- Dayton Freight Lines – (800) 860-1974 – www.daytonfreight.com

Frequently Asked Questions, *continued*

Q. Why did my shipment arrive with blue pallet wrap?

Conklin will be using blue pallet wrap on all pallets shipping out of our warehouse. If you receive a pallet that is wrapped in clear pallet wrap, please call to notify Customer Service immediately at (800) 756-2475.

Q. How long do I have to report shortages or damages to my shipment after receipt?

All delivery issues, including shortages and damages, must be reported to Customer Service within two business days from the date of delivery.

Any item reported damaged or missing after two business days will not be replaced by Conklin.

Q. What is the process for receiving a shipment via a less-than-truckload (LTL) or full truckload (FTL) carrier? What if there is damaged or short product upon receipt?

1. All Conklin products should be on pallets wrapped in blue pallet wrap, if the pallets are not wrapped in blue pallet wrap, this is the first indication something may be incorrect with the shipment and you should call Customer Service at (877) 201-4720 prior to the carrier leaving the premises. If the delivery takes place outside of normal Conklin business hours (Monday thru Friday 8 a.m. - 5 p.m. CDT), please leave a message on the main line and note on the carrier delivery receipt "**subject to count and inspection.**" All shipments should be received and the delivery receipt signed "**subject to count and inspection**" regardless of the delivery state. This statement will allow Conklin and the Distributor to report any damages or shortages with the carrier after the carrier has left the premises.

2. Distributors must count all pallets/boxes to determine if they match the less-than-truckload or full truckload carrier's paperwork. If the paperwork does not match, please note on the carrier paperwork the number of shorted pallets or boxes.

- If there are no notations made on the delivery receipt, it will be determined by both Conklin and the carrier the shipment was received free and clear of any damage or shortages and Conklin will not issue replacements or file a claim on behalf of the Distributor.
- Please note: Photographic proof of damages may be requested for our investigation.
- Please note: If damage is indicated or noted at the time of receipt or after the carrier has left the premises, the Conklin Distributor **MUST** keep the damaged product until further instruction can be provided. The carrier may require a direct inspection of the damaged product to pay any claims or replace any damaged items.

Q. Why am I no longer provided with an order when placing a mock order?

Conklin has implemented a new quoting system. The quoting system allows us to provide our Conklin Distributors with a fluid work order that can be updated and changed until the decision is made to change the quote to a paid order. Quotes can be updated and revised up to 14 days from original placement. If a quote is not paid and transitioned to a paid order within the 14 days, the quote will no longer be valid. Quotes containing special promotional pricing must be paid for by promotion end date requirements.