

ROCK-TRED's Winter Shipping Policy

During the winter season we will schedule outbound shipments so that ROCK-TRED products do not sit in any unheated truck/distribution terminals over weekends or holidays. Since most terminals are unheated allowing products to sit in them over a weekend increases the likelihood of the material freezing. We try to prevent our products from freezing during transit using the following strategies.

- 1) When local temperatures at the warehouse are below freezing, we do not ship product out on Thursday to destinations farther than one transit day and we do not ship any product out on Friday unless it can be delivered on Saturday. To determine transit times from a Rock-Tred warehouse go to the carrier's website and use their service map functions. For example, for Fed Ex Freight's transit times visit <https://www.fedexfreight.fedex.com/servicemaps.jsp> and enter ROCK-TRED's 60085 zip code as the shipment's origin. You can do the same to determine transit times for our remote warehouses in Rancho Dominguez, CA located in zip code 90220 and Louisville, KY in zip code 40299.
- 2) ROCK-TRED will automatically request "freeze protection" for all shipments leaving or traveling through a cold weather destination where the temperatures are below freezing. This will result in a minor surcharge per shipment, but decreases the likelihood of product freezing in transit. Freeze protection is normally not added to shipments heading to southern and warmer states.
- 3) ROCK-TRED will not override a carrier's decision to pick up freezable product without express consent of our customer. When temperatures drop into the low 20°s or teens, carriers will issue a restriction on picking up freezable products to limit their own liability. If a shipment is due to ship on a day that a shipping freezable goods restriction has been ordered ROCK-TRED will contact our customer and explain the situation. We will only proceed with the shipment if the customer agrees to assume liability should the material freeze.
- 4) To minimize risk of freezing during transit, ROCK-TRED typically will not use cost saving, slower carriers in the winter unless shipments are going south.
- 5) As a last resort, there is an option to ship on heated trucks. This option has been explored many times and with many different carriers. The cost has always been excessive and so historically has not been a cost effective alternative, but is available on an as needed basis. Please contact ROCK-TRED if a quote for this service is needed.

Please keep in mind that RUSH orders are more difficult to accommodate during the winter. Always allow extra lead time on orders placed during the winter months.