

Specialized Delivery Fees

All Friant product lines are landed (freight included) except for System 2 Parts and Caseloads Standard. For specific details on discounting, freight terms, shipping minimums and more, please review the [Simplified Pricing Document](#) on the home page of the [Dealer Resource Center](#).

In general, a \$100 surcharge is applied to orders under \$2,000 if product must ship on a pallet (differs for Mesa Conference Tables and Willow Reception Desks). Typically, if an order ships via small package this \$100 surcharge is waived.

If specialized delivery services are required for delivery to a customer, certain additional charges may apply. Outlined below are some of the most common specialized requirements and their related costs. Please note that these associated shipping fees are estimates and can vary from carrier to carrier. **Friant always reserves the right to select the freight method.**

If you have any questions, please reach out to Friant Customer Service or your Friant Sales Representative.

Charges/requirements that must be listed on the PO at the time the order is placed.

- **DELIVERY APPOINTMENTS** – \$25.00 charge
 - If the receiver needs a call to set a delivery appointment/window, there will be an additional charge.
 - If the order has to be split between VA and CA plants, two \$25 fees will apply.
 - Note that delivery appointments are NOT guaranteed.
 - This fee will NOT be assessed on full trucks, replacement orders, and unplanned backorders (backorders after the point of acknowledgement).
- **LIFT-GATES** – \$80.00 minimum charged
 - Lift gates are fold-away metal platforms that mount to the back of a freight truck. When extended out from under the truck, it acts as a platform to lift freight from ground level to the height of the trailer. This is considered specialized equipment and does incur an additional charge.
 - Lift gates are not available on Full Truck shipments.
- **INSIDE DELIVERY** – \$126.00 minimum charged
 - If the receiver needs assistance getting the shipment inside a building, there will be an additional charge.
- **RESIDENTIAL DELIVERY AND/OR Limited Access Zones** – \$80.00 minimum charged
 - There's special zoning for residential areas that result in additional charges and often different equipment (i.e. smaller trucks).
 - Storage facilities, churches and government facilities are **Limited Access Zones**.
 - Please note that most residential deliveries require inside delivery and lift-gates which are an additional charge.
- **DELIVERY TO HOSPITALS AND SCHOOLS** – \$80.00 minimum charged
 - These locations have special zoning requirements that result in additional charges.
- **DELIVERY TO CONSTRUCTION SITES AND/OR JOBSITES** – \$80 minimum charged
 - Additional fees apply due to the abnormal variables associated with deliveries to construction sites and jobsites.
- **BEFORE AND/OR AFTERHOURS DELIVERY** – \$1,000 minimum – Reach out to customer service to have this quoted. A full truck may be required.
 - Freight delivery times are 8:00AM – 5:00PM, Monday through Friday. Anything before or after those hours must be pre-arranged and will result in additional charges.

Charges that may occur after shipment/invoicing.

- **REDELIVERY FEES** – \$126.00 minimum charged
 - If the freight carrier has attempted delivery but was unsuccessful for any reason, the carrier will charge to go back out and redeliver the shipment.
- **RE-CONSIGNMENT FEES** – Amount varies based on carrier and new address.
 - If the ship to address needs to change after the order has already shipped, but has not been delivered, there is a charge.
- **EXTENDED UNLOADING TIMES** – Amount varies based on carrier and amount of extra time required to offload.
 - Most LTL freight companies allow 15-30 minutes of free offloading before detention fees are charged. Full truck carriers will provide 2 hours before charges.
- **DOWNTOWN / CITY CENTER DELIVERIES** – Amount varies based on carrier, location, and time of delivery.
 - Additional fees apply due to the abnormal variables associated with deliveries to populous areas.
- **HIGH-COST DELIVERIES / ADDITIONAL LINE HAUL** – Amount varies based on carrier and location.
 - While uncommon, deliveries to remote locations (far from city centers) can result in additional delivery fees.