



5060 Duff Drive
Cincinnati, OH 45246
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SOP Number: SALE SOP DELIVERY POLICY FORM CUST - 003

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CINCINNATI CONTAINER COMPANY

DELIVERY POLICY STATEMENT

Orders delivered on our trucks:

1. Orders will be delivered on pallets. The exception to this is, one or two case orders that can be delivered on our truck without using a pallet.
2. Pallets will be charged to the customer or exchanged for like pallets (see pallet policy).
3. Basic deliveries are made at no addition charge, but there is an exception for complicated deliveries. For example, delivering to a residential street, meeting at a specific time or place and transferring ware from our truck to another are considered complicated deliveries. A \$75.00 handling charge should be added to the invoice in consideration for the extra time and labor for making a complicated delivery.
4. Orders placed (by email, fax or phone) after the following times will not be delivered the next day. **Deliveries via our truck within Greater Cincinnati—the cut-off time is 2:00pm. Out of town deliveries via our truck scheduled for the next day and provided there is existing space on the truck--the cut-off time is 2:00p.m.** Orders placed after the above times that still REQUIRE next day delivery will incur a \$50.00 fee. The customer has 3 options if they need a next day delivery and they placed their order after 2:00p.m.:
 - a. Pay the additional charge,
 - b. pick-up the item,
 - c. contact a courier service to pick up the order.
5. Basic deliveries will be made to a customer's dock. We will not place items in a customer's warehouse.

6. Our drivers are required to count the items delivered and have it verified with the receiving personnel before they leave the dock. If a customer does not want to count the items or they cannot count the items, the driver will make a note on the delivery ticket "customer did not count". Once a customer signs our paperwork, any claims for shortages or breakage will be difficult to rectify. The packing list is a legal document. When a customer signs that document they are accepting responsibility for that shipment. Any shortages or damage should be noted on the receiving paperwork at the time of delivery.

Orders shipped from our warehouse via a truck line:

1. All orders shipped LTL are placed on pallets.
2. Pallets will be charged (see pallet policy).
3. There are additional charges for:
 - a. LTL shipments to a residence,
 - b. Charge for requiring a phone call before delivery,
 - c. shipments requiring a lift gate and
 - d. shipments that need to deliver on a specific day or time.

All these factors must be considered and the applicable charge added to the cost.

4. LTL shipments should not be promised next day delivery unless it is guaranteed via the freight carrier and the customer is willing to pay for that service.
5. A freight carrier chosen by a customer is considered a "collect" or "Third Party" shipment. The customer assumes responsibility for that shipment once the ware leaves our dock. Claims for damaged ware or shortages are the responsibility of the customer and should be between the freight carrier and them.

Note:

- If CCC ships "Prepaid" then CCC (Consignor) gets freight bill.
- If CCC Ships "Collect" then the one who gets the ware (Consignee) also gets the freight bill.



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- If CCC ships "Third Party" Then the freight bill goes to neither CCC (Consignor) nor the one who gets the ware (Consignee)

Orders shipped via UPS/Fed-Ex Ground:

Orders placed after 1:00pm (by email, fax or phone) for shipment via UPS or Fed-Ex should not be promised delivery for the next day within the UPS/Fed-Ex 1 day delivery area. Note: This zone is usually within a 100 mile radius from our warehouse. Additionally, heavy volume shipping times during November and December will limit the availability of the 1 day delivery zone.