

Shipping finished books is an important step in the publishing process. Acquiring an understanding of the terms and procedures will help you communicate your instructions so the process goes as smoothly and quickly as possible. We've compiled a fact sheet that covers the most common possibilities. If you have any questions or need further explanation of any terms or procedures, please don't hesitate to call your Project Coordinator or Sale Representative.

Shipping methods are usually based on the quantity of books and weight. Package shipments are shipped by Fed Ex or UPS Ground. Larger orders are secured on pallets and shipped by freight carrier. We have negotiated special rates with several different carrier lines to find the most economical price and best service based on your location.

Books travel best when they are packaged tightly. We stock a number of different standard carton sizes and choose the best fit to help keep it secure from damage during shipment. Occasionally we need to use additional packing materials such as corrugated, paper filler, or foam to pack cartons tightly.

Along with a quote for manufacturing, we will include an approximate cost for shipping your order. For an accurate shipping quote, we need to know the following information:

- Shipping address and ZIP code
- Whether it's a residential or commercial delivery address.
- If residential – is a signature required upon delivery?
- If commercial – is there a loading dock available and will a delivery appointment be required?
- Does the delivery address have "limited access"? Examples of what might be considered limited access are: cul-de-sacs, gated communities, one way or dirt roads, narrow roads or alleys, deliveries on steep inclines or curves.

You will be asked to provide detailed shipping instructions when you place your order with CHG. We will ask you to confirm the following information:

- Street address (we cannot ship to P.O. boxes)
- Contact name, phone number and email address
- Whether the address is in a residential or commercial neighborhood
- If in a commercial area, is there a loading dock available?
- Is an appointment necessary before delivery?
- Does the delivery location warrant the need for a signature upon delivery or is it secure enough to be left unattended? This is especially important for residential deliveries, where a delivery may be made while you are away. There is an extra charge for package deliveries requiring a signature.
- Is special information required on the carton labels? Our standard carton label includes: title, publisher, isbn, quantity and weight.

If you do not have all of the information required when your order is placed, we will continue to process the order and make proofs. We must have complete shipping instructions by the time text and cover proofs are approved. Not having shipping information or changing shipping information after proof approval may cause delays.

Residential delivery:

If the delivery address is in a residential neighborhood, the shipment will most likely travel from our loading dock to a terminal in your area. The books are loaded on to a smaller truck that's equipped with a lift gate and pallet jack. Someone at the local terminal will call to schedule an appointment time for delivery. It is important to arrange for someone to be at the delivery

location to receive the shipment when it arrives. If the driver has to make a return trip for delivery, additional charges may be incurred. The driver will offload the pallet of books on to your driveway. They are not obligated to bring the shipment inside unless you specified "inside delivery" as part of your shipping instructions. Inside delivery means the shipment will be brought inside the ground level threshold of a building (usually a garage). Most carriers do not provide service beyond that point unless special arrangements are made.

Commercial delivery:

If the delivery location is in a commercial area but there is no loading dock available, the stretch-wrapped pallet will be loaded onto a smaller truck equipped with a pallet jack and lift gate. The terminal will not call to make a delivery appointment unless specifically asked. If the delivery location is in a commercial area and the building is equipped with a loading dock the pallet of books will be delivered on a large semi-truck. No delivery appointment will be made unless it's arranged for prior to shipping.

For any delivery: it is important that you inspect and verify the number of cartons received prior to signing. Once you sign for the shipment, you're saying that you accept it as-is. The carrier will not accept damage claims for shipments that were signed for as "Free and Clear".

If you see any damaged packaging, please ask the driver to note the damage on the Bill-Of-Lading Drivers have a schedule to keep so they are almost always in a hurry. Do not let this keep you from inspecting the shipment. You are not expected to open every box, but if you see a carton that looks damaged, have the driver note it. If possible, take photos and do not throw any of the damaged materials away. Often packing materials and physical damaged product will be included in a claim investigation.