

2022 FREIGHT & HANDLING

☆ **1 Day & 2 Day orders in awaiting shipping & off hold by 2:00 PM will ship the same day**

6/29/2022

☆ **Orders may go on freight holds due to the method, order value or weight combination**

☆ **If the freight charge is zero the rates are not available in Oracle.** Contact Char, Kate, Kacie or Lenny for charges

Best Way Service	48 U.S. States			Alaska, Hawaii & Puerto Rico	
Order Value	Ground	1 Day	2 Day	Best Way	2 Day
\$0 - \$25	\$7.95	\$29.95	\$19.95	\$12.95	\$29.95
\$25.01 - \$50	\$9.95	\$38.95	\$24.95	\$14.95	\$34.95
\$50.01 - \$75	\$12.95	\$44.95	\$26.95	\$16.95	\$38.95
\$75.01 - \$100	\$14.95	\$49.95	\$30.95	\$19.95	\$44.95
\$100.01 - 500	12%	Oracle Calc	Oracle Calc	18%	Oracle Calc
\$500.01 - \$5,000	9%	Oracle Calc	Oracle Calc	17%	Oracle Calc
\$5,000.01 - Up*	7%*	1 & 2 Day >\$2,500 go on Hold		15%	Oracle Calc

Small U.S. Orders	1st Class Mail
\$0 - \$18.00	\$4.95

Method not available >\$16

Priority Mail U.S.	USPS Priority Mail	
\$0 - \$25	\$11.95	Priority Mail 2 Days to most locations and Saturday delivery
\$25.01 - \$50	\$14.95	
\$50.01 - \$75	\$19.95	
\$75.01 - \$100	\$24.95	
\$100.01 - \$500	21%	

>\$500 method not offered

* Orders over \$20,000 will have reduced freight charges calculated in Oracle when the order is entered

~~~Categories that qualify for free freight for on-line orders over \$50 (IND, AUT, SHG, PRD, RPX, SPR and OPR)

| Video's/Software > \$50 | Videos/Software under \$50 normal freight rates apply. |         |         |
|-------------------------|--------------------------------------------------------|---------|---------|
| Order Value             | Best Way                                               | 1 Day   | 2 Day   |
| First Video             | \$7.95                                                 | \$29.95 | \$19.95 |
| Each Additional Video   | +\$4.50                                                | +\$5.00 | +\$4.00 |

1 & 2 day require freight charge overrides

| Canada             | Ground 10 - 15 Days. UPS Express 3 - 5 Days. |                                          |
|--------------------|----------------------------------------------|------------------------------------------|
| Order Value        | Best Way                                     | Express                                  |
| \$0 - \$25         | \$10.95                                      | \$36.95                                  |
| \$25.01 - \$50     | \$13.95                                      | \$42.95                                  |
| \$50.01 - \$75     | \$17.95                                      | \$48.95                                  |
| \$75.01 - \$100    | \$21.95                                      | \$52.95                                  |
| \$100.01 - \$500   | 17%                                          | Express > \$100 calculated by Oracle     |
| \$500.01 - \$5,000 | 14%                                          | Express orders > \$1,000 will go on hold |
| \$5,000.01 - Up    | 12%                                          |                                          |

Canada Express rates include customs fees

Best Way orders are shipped by OnTrac each Thursday

\* Canada orders over \$10,000 will have reduced freight charges calculated in Oracle when the order is entered

### Other Categories

Certain categories freight rates will be figured by Oracle when the order is entered

### International

International rates figured by Oracle on smaller orders.

If the freight charge is zero the rates are not available in Oracle. Contact Char, Lenny or Brenda for charge.

**Customers may be assessed duties or VAT by their country that will be collected at delivery.**

## Freight Methods

If a freight **charge is zero** or an order goes on a **validation hold** contact Operations for the proper charges to be applied.

**Do Not Use freight methods that begin with Z**

**All methods are available in Oracle; limited methods are available in iStore**

### ...U.S. 48 States Preferred Methods...

#### Ground Service

**Standard Shipping (48 U.S. States)** - Best way ground delivery within U.S. 48 states

**Priority Mail (48 U.S. States)** - Orders **under \$50** 2-Day service and Saturday Delivery **at standard rates**  
Orders **\$50 to \$250** 2-Day service and Saturday Delivery for **slightly higher cost**

#### Express Service

**1 Day UPS (48 U.S. States)** - 1-Day delivery within U.S. 48 states

**2 Day UPS (48 U.S. States)** - 2-Day delivery within U.S. 48 states

### ...U.S. 48 States Limited Use Methods...

**UPS Ground (48 States)** – Ships UPS ground, **preferred is Standard Shipping (48 U.S. States)**

**PO Box (48 U.S. States)** – Use only on PO Box orders

**First Class Mail** – Order value under \$16, less than 13 oz., .8 pound

### ...Alaska, Hawaii and Puerto Rico...

**Alaska Hawaii Puerto Rico Standard Shipping** – Shipped Priority Mail or UPS depending on weight

**PO Box (HI, AK and PR)** – Use only on PO Box orders to Alaska, Hawaii and Puerto Rico

**2 Day UPS Alaska Hawaii or Puerto Rico** – UPS 2-Day Alaska, Hawaii & Puerto Rico, **remote area 3 days**

### ...Canada...

**Canada Standard Shipping** – Ground delivery by OnTrac via Canada Postal Service

Orders are consolidated at the warehouse for customs clearance and shipped each Thursday

**International USPS Priority Mail** - USPS International Priority Mail (**Smaller orders, value less then \$200**)

**International 1st Class Mail** - USPS International 1<sup>st</sup> Class Mail (**value less then \$25, under 4 lbs.**)

**Canada UPS Express** – Express to Canada (**Includes customs fees, GST may be collected at point of delivery**)

### \*International – Excluding Canada\*

**International UPS 2 – 5 Days** - UPS International (**VAT may charged for country imposed charges at delivery**)

**International USPS Priority Mail** - USPS International Priority Mail (**smaller orders, value less then \$200**)

**International 1<sup>st</sup> Class Mail** - USPS International 1<sup>st</sup> Class Mail (**value less then \$25, under 4 lbs.**)

International orders can also be referred to Eurospan Group.

### \*Special Instructions \*

Used for special instructions or when shipping collect using the customers UPS or FedEx account number.

**A customer must have signed collect shipping agreement on file with Hazelden to ship collect.**

**(Instructions, Carrier and Account Number must be supplied and included as invoice bottom comments)**

**Special Shipping Inst US**

**Special Shipping Inst Canada**

**Special Shipping Inst Intl**

12/14/2017

## Freight Constraints

Some orders may **reflect zero freight charges** or the order will go on a **freight validation hold** based on a combination of the freight method, weight and value. These orders must be reviewed for the destination and the method being utilized to insure the method and freight charges are appropriate. [Contact Kate Ext. 4097, Kacie Ext. 4878 or Lenny Ext. 4042](#) on these orders.

| <u>Method</u>                                | <u>Validation Applied</u> |
|----------------------------------------------|---------------------------|
| 1 Day UPS (48 U.S. States)                   | \$2,500                   |
| 2 Day UPS (48 U.S. States)                   | \$2,500                   |
| UPS Ground (48 States)                       | \$2,500                   |
| First Class Mail Under \$16 (48 U.S. States) | \$16.00                   |
| Priority Mail USPS (48 U.S. States)          | \$500                     |
| PO Box USPS (48 U.S. States)                 | \$500                     |
| Alaska Hawaii Puerto Rico Standard Shipping  | \$5,000                   |
| 2 Day UPS Alaska Hawaii or PR                | \$2,500                   |
| PO Box USPS (AK, HI & PR)                    | \$500                     |
| Canada Standard Shipping                     | \$10,000                  |
| Canada UPS Express                           | \$2,500                   |
| Special Shipping Instr Canada                | \$2,500                   |
| International 1st Class Mail                 | \$25                      |
| International USPS Priority Mail             | \$200                     |
| International UPS 2-5 Days                   | \$2,500                   |
| Special Shipping Instr Intl                  | \$2,500                   |

12/14/2017

## General Freight Policy

### All Orders

- Freight charges are not refundable on returns or refused orders unless it's due to a Hazelden error. *Note copy in our catalogs and web site.*
- Exchanging an order is the same as placing a new order. Freight charges will apply on the new order.

*Tip: Suggest the customer send the return back and place a new order on-line over \$50. This way they receive free freight and a 10% discount on over 1,000 products.*

- Express freight service failures refunds will only be processed if the carrier's delivery policy has not met. **Most service policies have been extended or suspended during the Pandemic.**

*Non-refundable service failures are situations such as weather delays, business being closed, no one available for signature, etc.*

*Tip: For smaller cities and rural areas the express freight is delivered by end of day not 10:30 AM as it is for larger cities.*

- Returns should be shipped insured and by a traceable method.
- Transit times are based on the shipment date not the date an order was placed.
- **Collect or Third party shipping request require a signed freight agreement with Hazelden before Collect or Third party shipping will be allowed.** *Collect and third party shipments are the responsibility of the customer if they are lost or damaged.*

*Tip: Collect shipping bills to the customer at the delivery address. Third Party Billing bills another customer shipping account not associated with the delivery address.*

### International Orders

- International orders that are refused at the time of delivery will only receive credit for the product returned, freight charges are not refunded. *Customers are notified in our policy of the freight charge and potential VAT when orders are placed.*

*Tip: If the order is over \$250 offer a small onetime discount for the customer to accept the delivery rather than abandoning the order with the carrier.*

- When international orders are refused or undeliverable the carrier requires a decision to either return or destroy the package. Returning the package cost Hazelden return shipping, duties and customs fees so the value of the merchandise verse the return cost's need to be considered.

*Tip: Contact Char or Lenny for a decision before returning or destroying a shipment.*

### Reships Approval

- Reships over \$250 in retail value or reships processed with 1 or 2 day shipping require the following approval levels:

**Over \$250** approval of Char Gustafson

**Over \$500** approval of Sales Director

**Over \$1,000** approval of Executive Director Sales or Executive Director of Operations

# One Day, Two Day or Ground?

Which option is the best choice?



When our customers request an expedited freight method they are making the choice and they are paying for that premium freight service. But what about when [Hazelden is paying the freight charges](#) for regular orders that do not require an expedited service; samples, previews, conference materials, etc. The decision of course depends on the particular circumstances of each shipment but consider the following when you make that decision:



## UPS Delivery Time Coverage

**GROUND** shipping is the *most economical option* and the *delivery times are surprisingly good* for the cost. If you refer to your UPS Time-in-transit Map that is provided in your freight packets you will notice:  
(Use the link below to create a map if you do not have one)

- **Ground Service in 1 day** covers the entire state of Wisconsin and parts of surrounding states
- **Ground Service in 2 days** covers over **25%** of the US
- **Ground Service in 3 days** covers over **75%** of the US

Well over **half of the ground deliveries will be made in 1 to 3 business days** once they leave our warehouse. In these situations, you need to consider; do you really need to use the more expensive express option or will ground service provide for your needs?

(If your destination delivery time is in question use the link below to check the delivery time)



Link to UPS [Calculate Delivery Time](http://wwwapps.ups.com/time?loc=en_US) web page. [http://wwwapps.ups.com/time?loc=en\\_US](http://wwwapps.ups.com/time?loc=en_US)



Link to UPS [Delivery Time Color Map](http://www.ups.com/maps?loc=en_US). Remember to use zip code **54952** as your origin zip code. Shipments. [http://www.ups.com/maps?loc=en\\_US](http://www.ups.com/maps?loc=en_US)



## The Guarantee

Customer and staff often make this comment *"I need one or two day service so it's guaranteed"*. Did you know that [ground shipments are also guaranteed](#)? Consider that both express and ground shipments go through the same UPS network and sometimes even ride the same trucks rather than a plane depending on the destination.

**What the guarantee REALLY means:** It is not a guarantee that the package will arrive at the designated service time, no one can guarantee that for every package every time. The guarantee means you can file for a GSR, Guarantee Service Refund, if the service level is not met. Even then it's difficult to get a refund because UPS has several factors that exclude refunds such as weather, the business is closed or the customer is not at home, unable to reach the delivery area due to factors beyond UPS control such as customs delays, airport delays, weather, etc.

Choosing an express method in some instances will actually delay the delivery time. For instance, if you ship a two-day package to an area in Illinois that is covered by one-day ground service the two-day package would actually arrive one day later than the ground package.



## Analyze Your Options and Plan Ahead to Save

Your best option is to plan ahead whenever possible so your package can be shipped the most economical method. Know when you need a package delivered and then work from that date to meet the required delivery date. You can even enter your order well ahead of time with a future release date that will get the order to your destination on time and off your mind.

6/29/2022

Ship from Menasha, WI 54952

