



Tips for Freight:

- **Receiving**
- **Tracking**
- **Claims for loss or damage**

Your order of dive weights may arrive on a motor carrier's truck instead of the familiar UPS truck. That's because we use a combination of carriers, including UPS, to achieve the best service to various parts of the U.S. and to the world. We'll automatically select the best carrier for each shipment. To avoid problems with delivery, take these steps for motor carrier shipments:

1. Verify your shipping and e-mail address

When you order, make sure we have your current shipping address.

Our computer will automatically send your freight tracking numbers and any COD amount by e-mail immediately evening after your shipment leaves our warehouse. To locate your freight, just open the e-mail and click on your tracking number. But first, make sure we have a valid e-mail address for your store when you order.

2. Set your receiving hours

When you order, tell us exactly when you can accept freight. We have receiving hours on file for your store, so ask us to confirm their accuracy. We note your receiving hours on the shipping documents, and the carrier will schedule the delivery accordingly. Otherwise you're on call from 8 a.m. to 5 p.m. to meet the truck.

3. Be prepared to handle your freight

Keep in mind that the truck driver is not obligated to unload the freight and bring it inside your store. This isn't just a Sea Pearls thing – all motor freight moves by this "tailgate delivery" rule. Try to have someone at the store who can handle the boxes, which weigh 40 to 50 lb. each. You can request a lift gate truck or an inside delivery, but there are extra charges for each. There's also an extra charge to have the truck return another day when it's more convenient for your store personnel. These extras range from \$25 to \$100 each, and Sea Pearls pays only the basic freight, not these extra charges.

4. Be nice to the driver.

Your driver will advise you about handling freight shortages, claims and other matters related to your shipment. And he might just help with the freight.

5. Count your freight before signing!

When the truck arrives, count your freight. The driver's Bill of Lading states the number of boxes that make up your delivery. Don't sign the Bill of Lading without noting any shortage on the bill. If you (or your employee) sign the bill as complete, and it's not, you're stuck with the shortage. If you correctly note the shortage on the bill in the presence of the driver, it's an insured loss.

Tracking and claims:

UPS shipments

UPS pays loss and damage claims to the shipper, in this case Sea Pearls. If you have a damage claim, call us at (800) 328-3852.

Tracking: Your tracking number appears in the email sent to you at time of shipment. Otherwise, call us for the UPS tracking number. We can trace the shipment, but it's faster to trace it at <http://www.ups.com> or (800) 742-5877. Multi-package UPS shipments can arrive over two or more days. Allow time for all your boxes to arrive before initiating a claim. Note that UPS tracks the individual boxes, each with a unique bar code. Claims cover individual boxes, not necessarily the shipment as a whole.

Motor carrier truck shipments

Motor carriers pay loss and damage claims directly to the consignee, in this case you. If you have a damage claim, contact the carrier at the number shown on the driver's Bill of Lading. If the driver is still there, ask for advice. The carrier will fax you a simple damage claim form. Complete the form and return it to the carrier for payment.

Tracking: Call us for the motor carrier's tracking number, called the "PRO-Number" or "Freight Bill Number," and the name of the motor carrier. We can initiate the tracking, or you can contact the carriers directly. All three have online tracking, your fastest option.

Yellow Freight	http://www.yellowfreight.com	(800) 610-6500
AAA Cooper Transport	http://www.aaacooper.com	(800) 633-7571
Roadrunner Drives	http://www.dawestransport.com	(800) 533-4763
Dot-Line		

Motor carrier shipments arrive in a single delivery, but sometimes a box or two becomes separated, or "astray." The carrier will deliver the strays, usually in a day or two.