

## **Roura Shipping Instructions & Freight Policy**

### **Roura Material Handling – Shipping Instructions & Freight Policy**

At Roura Material Handling, we are committed to delivering products safely, efficiently, and cost-effectively. To ensure a smooth shipping experience, please review the following freight and delivery guidelines.



### **Shipping Methods**

Roura utilizes a variety of commercial freight carriers based on product size, weight, destination, and customer requirements, including:

- **LTL (Less-Than-Truckload) Freight Services** – For smaller shipments that do not require a full trailer.
- **Truckload (TL) Services** – For larger shipments requiring dedicated trailer space.
- **Flatbed Services** – For oversized, heavy-duty, or specialty products that require open-deck transportation.

Carrier selection is made by Roura that is most cost-effective and timely, unless otherwise specified by the customer at the time of order.

### **Freight Terms**

- Freight terms will be identified on the quotation, sales order acknowledgment, or invoice.
- Customers requesting the use of their preferred carrier or freight account number must provide complete shipping instructions prior to order release.
- Additional charges resulting from special routing requests, expedited shipping, limited access deliveries, residential deliveries, liftgate service, detention, re-delivery, or other accessorial services will be the responsibility of the customer.

## **Delivery Requirements**

Customers are responsible for ensuring that:

- Delivery locations can safely accommodate the equipment being delivered.
- Adequate personnel and equipment are available to unload shipments upon arrival. Such as gate access, lift-gate requirements, loading/unloading accessories.
- Any site-specific requirements or restrictions are communicated prior to shipment.

Flatbed deliveries typically require customer-provided unloading equipment such as forklifts, cranes, or other material handling equipment.

## **Inspection & Receiving**

Upon delivery, customers must:

1. Inspect all shipments immediately upon receipt.
2. Verify quantities against the packing slip and bill of lading.
3. Note any visible damage, shortages, or discrepancies on the carrier's delivery receipt before signing.
4. Take photographs of any damage whenever possible.

Failure to document damage or shortages at the time of delivery may affect the ability to file a freight claim.

## **Freight Claims**

- Damage or shortage claims must be reported to Roura within **48 hours** of delivery.
- Concealed damage must be reported immediately upon discovery.
- Customers should retain all packaging materials and damaged products until the claim process is complete.
- Roura will assist customers with freight claim documentation when applicable; however, claim responsibility is governed by the shipment terms and carrier requirements.

## **Delivery Scheduling**

Some shipments may require delivery appointments. Customers should provide accurate contact information to facilitate scheduling and avoid delays. Missed appointments, re-delivery fees, storage charges, or detention fees assessed by the carrier may be billed to the customer.

## **Shipment Delays**

While Roura works closely with its freight partners to meet requested delivery dates, transit times are estimates and cannot be guaranteed unless specifically arranged in writing. Roura is not responsible for delays caused by weather, carrier capacity constraints, labor disruptions, acts of God, or other events beyond our control.

## **Questions**

For shipping questions, freight coordination, or delivery assistance, please contact Roura Customer Service prior to shipment.

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**Roura Material Handling reserves the right to select the most appropriate transportation method and carrier unless otherwise agreed upon in writing.**