

Shipping Information

Freight Shipping, LTL or Common Carrier Shipping

This form of shipping is generally reserved for large (pallet sized) and heavy (over 100 pounds) shipments. The company that handles the freight shipment is referred to as a Common Carrier. Popular common carriers are: YRC, Dayton, UPS Freight, FedEx Freight, Con-Way, and Ryder.

How do freight shipments work at Granite Industries?

Granite handles all freight shipments in house. We load the item onto the pallet and secure it with appropriate straps and plastic wrapping. We coordinate all the shipping arrangements and oversee the pick up by common carrier. Once the PRO number (tracking number) is provided we get that information to our customer.

What do I need to know about freight?

1) Inspection is important!

Upon receiving the shipment it is the customer's responsibility to inspect the shipment BEFORE signing the release of liability. Once the release is signed, Granite cannot be held liable for any shipping damages or missing items.

2) Residential or Commercial

Freight companies provide a discount if the order is shipping to a commercial address. Residential rates are higher. A home doesn't necessarily qualify as commercial even if your business is located there. It must be zoned commercial. Unfortunately we do not control the zoning program that the shipping company uses. Granite does not discriminate on "free shipping" orders. If the order qualifies for free shipping, there will not be an upcharge or discount for residential or commercial delivery.



3) Lift Gate Service

Lift gate service is required for freight orders where the drop off location does not have a loading dock or the ability to move the shipment directly off the truck. This also is required for shipments deemed too heavy or large to unload safely by hand. The lift gate service will lower the shipment to the ground so it can be moved. The fee for this service is normally \$80.00 but that fee is waived on Overland Carts.

NOTE: Lift gate service can add additional time to the delivery date. Most freight carriers will transfer the shipment to a third party that is headquartered regionally. The third party freight company will actually be the one who delivers the shipment. The freight company will normally call to setup a delivery time via phone. If more information is needed on your delivery, please contact us at 877-447-2648 or email support@graniteind.com.

4) Limited Access

If the drop off location has limited access to a full size semi (53 feet), there may be an additional fee added to the order. That amount ranges from \$100-\$200. This is strictly what the freight company charges Granite and the customer will be billed for the amount. It is the customer's responsibility to inform Granite before the order ships if their location is limited access. This fee is often negated by the lift gate service.

5) Redelivery

If the common carrier sets up a shipping time frame with the customer and the customer is not available, there is a redelivery fee added to the order. This fee can range from \$85-\$150. This is strictly what the freight company charges us and the customer will be billed for the amount.

6) Bill of Lading Changes

Any changes to the bill of lading removes Granite from any liability. The additional charge for the change will be billed to the customer.

7) Correct Contact Information

Freight companies need to have correct contact information to setup a delivery. The phone number provided should be one that is monitored continually during a typical business day. It should also go direct to the person in charge of receiving the delivery.