



SHIPPING, RECEIVING, AND STORAGE POLICY

Notice Requirements and Fees:

- We must be notified via e-mail at least two working days prior to any incoming or outgoing shipments (see detail below)
- Your Client Facility Fee covers the receiving and/or shipping of 3 pallets (or equivalent) per week. Additional pallets will be billed at \$10/ pallet.
- We reserve the right to refuse shipments for which we were not notified about. If we are able to receive a delivery with short notice a \$50 surcharge will be charged.
- Non-Clients will be charged \$15 a pallet for shipping and receiving.

For pulls and pickups, we need to be notified by email on the schedule below, all emails to operations@gmail.com

- Email Monday before noon for pulls/pickups from 10 am - 4 pm on Tuesday
- Email Tuesday before noon for pulls/pickups from 2 pm - 4 pm on Wednesday
- Email anytime Wednesday or Thursday before noon for pulls/pick up from 10 am - 4 pm on Friday
- Email Friday before noon for pulls/pickups from 2 pm - 4 pm on Monday

We only will do inventories on Tuesdays or Fridays. Email requests per the schedule above.

Storage and Pallet Requirements:

- All product must be clearly marked with contents.
- Product must be able to be moved easily by forklift (meaning product is secure, wrapped and palletized, or in a cage).
- Broken pallets will not be accepted into the facility for safety and logistics reasons.
- For kegs, barrels, or large product, please use heavy duty pallets. Kegs and barrels must be strapped.
- We are not liable for any loss or damage of goods at any point.
- Max pallet height for cooler/freezer is 69", including pallet
- Max pallet height for ambient storage is 98"
- All sides of pallet must be labeled with Name of Business and Contents
- Cider IBC's should leave 8-10 inches headspace
- Buckets should hold no more than 35# of product and should leave a few inches of headspace

Shipping Requirements:

- We cannot release any products to distributors of any kind without your notification. For your security, we must be notified, via e-mail, two working days prior to scheduled pickup.



- All Bill of Lading slips, Packing Lists, Invoices, etc. must be provided by you, the client, with this e-mail or we cannot release shipment.
- Short notice shipments may not be able to be completed. If we can logistically handle the shipment, there will be a \$50 surcharge.
- We are available for a fee, to pick and prepare mixed orders for distributor or/client pick-up. We require two working day notice.
- This service is \$25.00 per ½ hour, ½ hour minimum charge. With short notice this service is \$50 per ½ hour, ½ hour minimum charge.
- Our shipping and receiving hours are: Monday through Friday 9:00 am- 4:00 pm. (closed holidays). Please notify your shippers and distributors of these hours. **NOTE:** We cannot guarantee that shipments can be received or shipped outside of these hours. If they are received outside these hours a \$50 surcharge will be charged. We are not responsible for shipments not received or shipped if they arrive outside of these hours.

Please use this address:

YOUR COMPANY NAME
WMFPC
324 WELLS ST
GREENFIELD, MA 01301

ALL SHIPPING AND RECEIVING E-MAILS NEED TO BE SENT TO: operations@fccdc.org