



REMINDER

Winter Shipping Procedures & CSI's Holiday Hours

Seasonal winter weather is already here! To assure that shipments are handled appropriately and with timely delivery service, we want to remind you of important winter shipping information. The following shipping guidelines are for CSI's conventional products only as the seasonal winter weather does *not* impact CSI's ultra-concentrated products.

Tips to avoid unexpected delays:

Since less than truckload (LTL) shipments typically transfer at multiple freight terminals, the potential for unexpected delays is always present and becomes a greater concern during the winter shipping season. Proper inventory management and ordering early is the best way to safeguard against running low on product. It is also more cost effective to stock up with larger orders that are eligible for quantity discounted pricing and free freight.

As a reminder, shipping guidelines are for CSI's conventional products:

- If the temperature drops to 10° F, or is predicted to do so, most shipping companies will not pick up LTL shipments marked "Do Not Freeze" since they would be liable for any resulting claims.
- Orders for stock items should be placed the week prior to shipping since some freight companies only pick up Mon-Wed to avoid the possibility of shipments freezing over the weekend.
- Orders for non-stock and special-order items should be placed well in advance to avoid possible delays.

Note: This is only a guideline as unforeseen weather conditions may impact shipping schedules.

Please be aware that between Christmas and New Year's there is limited LTL shipping. Full truckloads will be relatively unaffected.

As per the standard receiving protocol, it is critical to:

- Carefully inspect all shipments prior to signing the freight bill, verifying that the shipment is complete, and not visibly frozen or damaged in any way.
- Note any identified issues on the freight bill*.

** Without the details, CSI cannot be responsible if a problem occurs as we have no recourse with the carrier.*

**We appreciate your business and wish you
a successful winter washing season!**

During this holiday season, CSI will be **closed** on the following dates:

Christmas

Tuesday, December 24th & Wednesday, December 25th

New Year's Day

Wednesday, January 1st

Questions? Please contact customer service at 920-337-2175 or customerservice@cleaningsystemsinc.com



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