



When placing an order:

Ask if shipping charges apply. If yes, please do the following:

SMALL PACKAGE

FEDEX ACCOUNT: see BearBuy

UPS ACCOUNT: see BearBuy

LTL

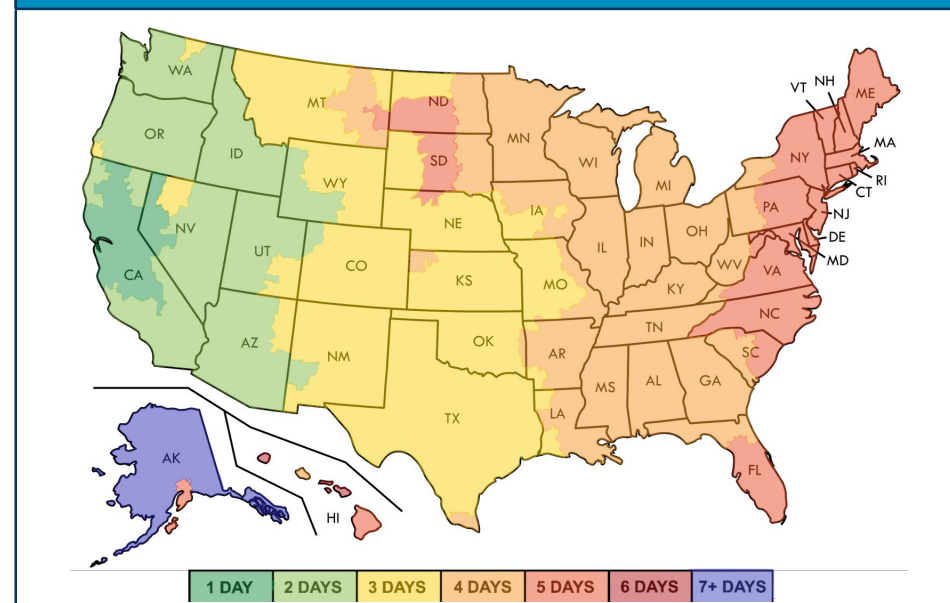
(Typically shipments that are palletized or over 150 lbs.)

Call VPL at 614.407.7302
to obtain a quote or schedule
the pick-up of an item.

UNIVERSITY OF CALIFORNIA, BERKELEY

SERVICE LEVEL	DELIVERY TIME	AVERAGE VPL COST
Ground	1-7 business days (see map)	\$13
3-Day	3 business days	\$17
2-Day	2 business days	\$16
1-Day	Next day, by 3:30 p.m.	\$22
1-Day AM	Next day, by 10:30 a.m.	\$24
1-Day First	Next day, by 8:30 a.m.	\$66

GROUND DELIVERY TIMES - BERKELEY, CA



*Asking for orders to be shipped via Ground offers considerable cost savings.

After Delivery:

FAQS

Q: Why is there sometimes more than one VPL charge per PO?

A: The supplier may have shipped the product in more than one box, and each box will be billed by VPL as a unique charge.

Q: Why is there a shipping charge from VPL and a shipping fee from the supplier for the same PO?

A: Normally, suppliers bundle shipping and handling charges together. When the shipping portion of the product is billed through VPL, the supplier may still directly charge a handling fee on the invoice.

VPL CONTACT INFORMATION

Customer Care | 614.407.7300
customercare@VPLmail.com

LTL Support | 614.407.7302
LTL@VPLmail.com

IF YOU RECEIVE DAMAGED PRODUCT:

1. Mark the POD or carrier manifest as “damaged”
2. Take a picture of the damage
3. Immediately call the supplier and ask for a free replacement
4. If the supplier refuses to replace the damaged product, VPL will assist you in filing a claim with the carrier
 - Claims must be filed within 5 days or they will be denied by the carrier
 - Small parcel claims pay a maximum of \$100 regardless of product value
 - Common carrier claims can take up to six months to be resolved

LIMITATIONS OF LIABILITY

VPL is not liable for any loss, damage, mis-delivery or non-delivery caused by the act, default or omission of a carrier, the customer or any other party who claims interest in the shipment, or the nature of the shipment or any defect therein, or a violation by the customer of any provision of its agreement. Customer acknowledges that VPL liability is limited to the fees that VPL has been paid with respect to the subject shipment. Customer specifically acknowledges that liability for loss or damage to cargo is limited to a claim against the motor carrier in possession of the cargo under the Bill of Lading, pursuant to 49U.S.C.14706(the “Carmack Amendment”).