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

### GROUND DELIVERY TIMES – BERKELEY, CA

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

When placing an order:
Ask if shipping charges apply. If yes, please do the following:

**SMALL PACKAGE**

**FEDEX ACCOUNT:** 115 740 148  
**UPS ACCOUNT:** Y82W93

**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.

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After Delivery:

**DAMAGE**
Call supplier immediately to let them know that product was damaged.

**CLAIM REQUIREMENTS TIME FRAME**
A claim must be reported and filed with VPL within 5 days of shipment delivery.

**DOCUMENTATION**
- Inspect shipment at the time of delivery
- Document damages/shortages on delivery receipt
- If LTL, Provide copy of BOL
- Copy of PO must be submitted with claim
- State declared value of loss/damage
- If damage, pictures must be submitted
- Provide claim remittance with submission

**CLAIM PROCESSING**
VPL will help you submit the claim to the carrier for processing. Carriers will acknowledge a claim in writing within 30 days. VPL will provide the acknowledgement and claim number to you. You may obtain the claim status by phone or email. Claims can take up to 120 days to resolve.

**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").

**FAQS**
Why is there sometimes more than one VPL charge per PO?
The supplier may have shipped the product in more than one box, and each box will be billed by VPL as a unique charge.

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