
Freight Information

All orders will be shipped in compliance with National Motor Freight Classification Code (NMFC). Orders will be shipped F.O.B. Baltix Origin, freight cost prepay and add. Legal responsibility for the product transfers to the buyer upon acceptance by the carrier. All products are shipped based on a dock-to-dock delivery only. All finished product delivered must be stored inside a climate controlled environment. Unless otherwise instructed, Baltix will use “best way” shipping. Baltix assumes no responsibility for warehousing or demurrage when the consignee (customer) is unable to accept shipment at the delivery address. Additional expenses incurred by Baltix for any add-on accessorials during transit or at the time of delivery will be billed to the customer as “additional handling”. Examples of add-on accessorials include but are not limited to Inside Delivery, Limited Access, Residential Delivery, Construction Site Delivery, and Reconsignment. Baltix shall not be held liable for delays caused by weather, strikes, catastrophes, wars, riots, or any other cause beyond our control.

3PL (Must Receive Approval)

All products are loaded on carrier trucks free from defects and damage. Responsibility for the safe delivery and transport of products is assumed by the customers' carrier upon loading. Legal responsibility and cost for the product transfer to the buyer upon acceptance by their carrier.

Product Inspection and Freight Claims

Legal title to merchandise passes to the buyer upon acceptance by the carrier. It is the customer's responsibility to inspect all skids, crates, a-frames, cartons (boxes), and packages at the time of delivery for damages, visible or concealed, or shortages regardless of condition. Upon delivery, all freight carriers are required to allow up to 30 minutes for the inspection of damage, both visible and concealed, or missing parts. If the driver will not wait for the inspection, write "REFUSAL OF INSPECTION" on all documents. Any damages, visible or concealed, that are found during the inspection must be noted by writing "DAMAGED" on the proof of delivery (PoD) slip and the driver's copy of the Bill of Lading (BoL), along with a clear description of the damage that has occurred. If there were freight damages, visible or concealed, it is the customer's responsibility to notify and submit a claim with the freight carrier within three (3) business days. All product is thoroughly inspected and free of defect before it leaves our factory; therefore, it is the buyer's responsibility to submit a claim and seek recourse against the carrier.

Freight Delivery Requirements

Rights & Responsibilities During Delivery

- Request up to 30 minutes for product inspection
- Inspect all product at the time of delivery for visible and concealed damage. Packaging must be opened.
- Note and describe any damages on all documents provided by the delivery driver.
 - > Document Examples: Bill of Lading (BoL), Proof of Delivery Slip (PoD), etc.
- Require the driver to sign and provide copies of all delivery documents mentioned above.
- If there was visible or concealed damage to the product, you must submit your claim to the carrier and seek recourse within three (3) days of the delivery.
- It is your right to refuse the entire shipment if there is excessive damage to the product.
- Photographs of the damage are extremely helpful as well to ensure successful processing of your claim.
- DO NOT DISCARD damaged product until your claim has been settled with the carrier.