



Freight Delivery Options

LTL (Less Than Truckload)

*Please note that LTL Shipments are not guaranteed. An Expedited or TimeKeeper quote must be requested if your order requires a specific delivery date and time. Expedited and TimeKeeper quotes are an additional charge and need to be requested from customer service at time of freight quote. Please mark your PO with the details so this is communicated to the freight carrier. There is a 30-minute window for offloading a LTL shipment. After this timeframe, detention charges could apply.

Tail gate Delivery: This is usually used when the consignee either has their own forklift to offload, or a freight dock that is 4ft – 5ft high from the ground. The customer will be responsible for unloading the product off the truck, from a height of 4ft – 5ft. Any damage that occurs while offloading is the responsibility of the consignee, not the freight carrier. Tail gate delivery is the standard for deliveries, so nothing needs to be notated for that type of delivery.

Lift gate Delivery: This delivery is used for customers that do not have a high dock. A special truck is used that has a powered lift gate at the end of the truck, which will lower the pallet to the ground. The customer will still be responsible for unloading the product, but from ground level. Sometimes lift gate delivery can delay the delivery date by a day or so, depending on how many special trucks are available. If a lift gate is required, but not requested ahead of time, a redelivery fee can be charged to redeliver the product with the correct type of truck. Notate “lift gate required” on purchase orders where liftgate delivery is required. Please also be sure to request a liftgate when freight is quoted, so the freight rate received reflects this service.

Inside Delivery: If there is not a high dock door available, the customer can request a lift gate, along with inside delivery, if they want the driver to unload the product for them. Lift gate and inside delivery are each their own service, so two separate charges may be applied, depending on the carrier. Drivers will not perform inside delivery on heavy or large product without a lift gate, and they may also require the assistance of someone at the delivery location. Keep in mind, the driver will not unload the product and carry it through the building. They deliver to the inside of the doorway only.

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Inside delivery to a multi-floor building will also incur additional charges, even if there is a freight elevator, so please be sure to provide this information when requesting a freight quote. Inside delivery is not required when there is a high dock door, since the customer will usually have a forklift or pallet jack available to unload the product. Notate “inside delivery with lift gate required” on purchase orders. Some carriers charge additional fees for a lift gate and for inside delivery. Make sure you are notating these requested services when submitting a freight quote request, and on the purchase order that is submitted, so the bill of lading will be accurate.

TL (Truckload)

Make sure the consignee can accept a 53’ truck at the delivery location.

*Truckload deliveries are scheduled with a 2-hour window. We make every effort to meet your requested delivery timeline, we will not be responsible for chargebacks. Partial trucks may make multiple stops and are not guaranteed to deliver by a specific time. Partial truckloads are at times difficult to secure, if you have a specific date the product needs to arrive a dedicated truckload would be advised.

Tailgate Delivery: Truckload shipments are always quoted as Tail Gate Delivery. The driver will open the truck doors, and back-up to the dock door. They do not provide any assistance unloading at all. Customers can still use tail gate delivery without a dock, but they will need people who can climb into the truck and offload. If they plan on hand unloading in this way, they need to keep in mind that there is only a 2-hour window for them to completely unload the truck, and pallets can weigh as much as 2500 lbs each. The carrier does not provide any equipment to the customer for offloading. Lift Gate and Inside Delivery are not available on truck load jobs quoted by Smith System.

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