



Date: August 31, 2023

To: All TC/American Dealers

From: Dustin Krauth, National Sales Manager

RE: Shipping Policy Changes

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We are receiving an increased number of orders requesting that we contact someone via email when the materials are ready to ship to determine how, and in some cases where, the products will ship. When all the information is available, our shipping department simply pulls the “ship to” information from our system and schedules the pick-up. When information is not available, a significant amount of time can be spent trying to coordinate and track down all the required information needed to complete the shipment. This results in additional time being spent on the shipment and could potentially cause delays.

We understand that some customers or end users will require that all traffic is routed through their 3PL partner or logistics department. To cover the additional costs to facilitate these requests, starting on October 1<sup>st</sup>, TC/American will add a \$250 net shipping fee to all orders that:

- \* Do not specify a complete shipping address
- \* Specify that we contact a 3<sup>rd</sup> party logistics supplier
- \* Specify that we contact you or the end user to receive instructions when the order is ready.

Our goal is to try to make the shipping process as easy and cost effective as possible for our distributors, and to do so, we require this shipping information up front. This allows us to not only find you the most efficient carrier, but also to make sure there are no delays in shipment. As mentioned above, we understand that in some cases there is no other way, but we hope that in those cases you understand why we would need to add an additional fee.

If you have any questions/concerns about this new policy, please contact your TC/A Representative. If you are unsure of whom to contact, please feel free to email or call our general line.

[Sales@tcamerican.com](mailto:Sales@tcamerican.com) or 763-497-7000

Thank you for your cooperation and continued partnership with TC/American!

Dustin Krauth  
National Sales Manager  
TC/American Crane Company