

ALPINE POLICY

- PAYMENTS

Payment is required the same day the boxes are shipped from our warehouse in MIAMI and before delivery.

Credit cards will be accepted with a 3.3% charge fee.

Zelle using our email info@alpine-tc.com

COD will also be accepted.

No checks will be accepted.

All invoices will be sent by email.

- NEW ACCOUNTS

To open a new account the following information will be required:

Full name

Company name

Address

Business Phone number and Person in charge (owner, manager) cell phone is required.

Email

Tax id

- BOXES DROP OFF

Breakdown Logistics

1301 NW 89th Ct

Doral, FL 33172

From 7 am to 12 pm

Extensions will only be permitted upon request and will only be allow from 12 to 2 pm.

Reservation of space is required in advance via email or text up to 24 hours before droop off day.

- **SHIPPING MINIMUM**

Shipping minimum will \$200

- **FUEL SURCHARGE**

20% fuel surcharge will be added to the total amount of the invoice.

- **NEW YORK PICK UP OR DELIVERY**

Trucks will arrive in NY at:

19-34 38th st

Astoria NY 11105

Arrival time will be about 30 hrs after departure.

Each client will be informed 5 hours before arrival via text.

Delivery to your Door or Cooler will also be available and will have a \$150 fee.

All deliveries will be performed at night hours. Therefore, lock box code, warehouse keys, etc.

Will be required.

It is mandatory that the area of delivery should be clear and easy to access, (No trucks or cars blocking the drop off area) otherwise a \$200 extra fee will be added to your final invoice.

If delivery is required, we will schedule a site visit.

- **CLAIMS**

Claims will only be accepted up to 12 hours after delivery.

Proof of claim (pictures, claim specifications) is required and will only be accepted via email to

info@alpine-tc.com

- **PEAK SEASON RATE INCREASE**

Valentines and Mother's Day fuel surcharge will increase 40%. All our clients will be notify via email a month prior this dates every year.

- **HOLIDAYS**

If a holiday interrupts our normal logistics schedule, operations will be moved to the next business day.

We will notify our clients via email.