

# PINDLER

EST. 1947

## **Shipping Costs**

Shipping rates are based on package weight, size and destination distance.

Actual weight - the package weight rounded up to the next whole pound.

Size – each shipment is subject to dimensional weight charges (DIM). Dimensional weight reflects package density, which is the amount of space a package occupies in relation to its actual weight. Dimensional weight may apply to all domestic and international package services.

Billable weight – the weight used to calculate the rate. For domestic and international services, the billable weight will be the greater of the dimensional weight as compared to the actual weight.

## **When to Expect Your Order**

Our estimated delivery date for your order is based how quickly we can obtain and ship your items, your shipping address, and the shipping speed and options you choose.

## **Shipping Methods and Carriers**

Pindler & Pindler uses UPS as their preferred carrier; however we can and will accommodate the use of another carrier, please contact Customer Service for assistance 1-800-669-6002.

## **Shipping to a P.O. Box**

Our items are too big to ship to a P.O. Box and must be shipped to a street address.

## **Tracking Your Package**

**Note:** To speed delivery, shippers may not location-scan all of their shipments. When shipping volume is high, packages are processed in bulk, and the first time a package is scanned may be upon arrival at a regional hub near the destination, or even when the package is delivered. If you don't see any tracking data for your shipment, and the estimated delivery date has not yet passed, please do not be concerned.

Some shipments, such as Standard International shipments, may not be tracked.

## **UPS**

Package Tracking: <http://wwwapps.ups.com/etracking/tracking.cgi>

Phone: 1-800-742-5877

## **FedEx**

Package Tracking: <http://www.fedex.com/us>

Phone: 1-800-463-3339