

SHIPPING DETAILS

With rising fuel prices, everyone is concerned about shipping costs. Rest assured that this issue is extremely important to Donaldson® Torit®. We do not mark up freight. Our goal is to get your shipment to you without incident, at the best possible rate.

In the meantime, there are some things you should know about how we ship ducting that will save you some frustration and hopefully some dollars:

LTL (LESS THAN TRUCKLOAD) SHIPMENTS

- We have worked with virtually every carrier and keep record of their strengths and weaknesses. Sometimes, we do not select the least expensive carrier because we are dissatisfied with its damage rate, reliability, or its willingness to solve issues when they arise.
- The term "Best Way" means different things to different people. We interpret this to mean "cheapest reliable carrier." If your meaning differs, then let us know your priorities.
- While we can ship freight in any class, we have negotiated very large discounts for FAK Class 100, which covers virtually all of the products we sell.
- When the dealer specifies a carrier, we use that company, regardless of our own experience. When arranging or specifying your own carrier, make sure the service he offers is "door-to-door" service without another carrier being involved as this may add costs and delays.
- LTL carriers have a minimum charge on all orders less than 150 pounds. So when you order one or two parts, you may be surprised when they arrive strapped to a whole pallet or in one very large box. We have found that this method reduces the instances for damage, without increasing the costs.
- While it is possible and economical to strap items to the top of large boxes, it is not standard practice for two reasons:
 1. The instance of damage increases dramatically.
 2. We can easily load these boxes at our level docks. However, customers have found it very difficult to unload trucks at the job site where there is no guarantee of a level dock or an experienced forklift driver.
- Sometimes it is possible and safe to stack items or boxes on top of our standard cartons, so we can use this method to save shipping costs. HOWEVER, it is up to you to let us know when this stacking is acceptable and it is up to you to work with the freight companies to get reimbursement for any damaged items.



LTL carriers have "minimum" charges. So one or two parts in a box may be the most economical and safest way to package them



It is possible to stack some items on top of boxes, but it can lead to damage and problems when unloading the shipment.

- There is an additional charge for any item that is too large to fit on a standard pallet. This includes loose items not attached to any pallet. Also, we know from experience that having an item “hang over” the edges of the pallet is a recipe for freight damage, so we use larger pallets (at the higher rate) when necessary. NOTE: A standard skid is 44” x 48” x 65” tall.
- When possible, the plant “nests” smaller pipe inside larger pipe to save space. We have learned from experience that this is not always practical. If the smaller diameter pipe is dramatically smaller than the pipe it nests into, or if the smaller pipe is flanged, then there is a high probability that both pipes will be damaged in shipment.
- Occasionally dealers send several different orders to the same address on the same day. You can save money by having the plant package multiple orders onto a single pallet. The individual boxes will be marked with the order number. This multiple packaging can cause confusion on site, so it is not our standard practice. If you want multiple orders packaged together, it must be noted on your purchase order FOR ALL ORDERSTO BE PACKAGEDTOGETHER.
- NOTE: You may be able to save even more on shipping if you instruct us NOT to separate the orders. For example, if pipe for three different orders is nested together, it takes up much less room than having three sets of pipe separated into separate compartments. However, this method requires the parts to be separated on site.
- No LTL shipment should exceed more than SIX pallets or our discount is eliminated and an expensive “flat rate per mile” fee is charged. For this reason, if your order contains more than six pallets, we will split it into multiple shipments. This causes a bit of extra paperwork for us, and you’ll need to inform the people who receive your shipments on site. But the extra work is worth the savings.



Oversized or loose items are charged at a higher rate.



Nested Pipe

UPS SHIPMENTS

- Unlike standard LTL shipments, UPS does charge by the size of the box. So the plant always cuts boxes down as small as practical when shipping via UPS.
- The largest pipe we can ship economically via UPS is 14”. The largest elbow is a 14” 90° elbow.
- The largest volume box we can ship economically via UPS is 24” x 24” x 24”.
- When you need next day delivery specify WHEN you need the item on site. There are three levels of UPS Red Service (delivered by 8:30 am, 10:30 am or 5:00 pm). The later the delivery, the less the cost. The default for ductwork shipments is 10:30 am. If you need the product earlier, or can accept it later, please let us know. If you don’t need the part until the afternoon, it is slightly cheaper.

Important Notice

Many factors beyond the control of Donaldson can affect the use and performance of Donaldson products in a particular application, including the conditions under which the product is used. Since these factors are uniquely within the user’s knowledge and control, it is essential the user evaluate the products to determine whether the product is fit for the particular purpose and suitable for the user’s application. All products, product specifications, availability and data are subject to change without notice, and may vary by region or country.



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