

In order to promote efficiencies in shipping for our customers and customers' carriers, Georgia Expo has established this policy for customers that choose to arrange for their own transportation:

Freight Collect Customers:

- Georgia Expo will not contact a freight collect customer-designated carrier to set up a pick up appointment. It is solely the responsibility of the customer and /or their carrier to contact the sales representative to establish a pickup appointment. (Effective 3/5/2018.) All shipments must be scheduled 24 hours in advance of pickup with a sales representative.
- The carrier is responsible for supplying equipment that will ensure product integrity during transit. In addition, customer- arranged freight carriers must have equipment to stabilize the rear of their container. Any damage to the product during transit will not be Georgia Expo's responsibility. If needed, Georgia Expo will provide the customer with the photos showing how the load looked before it left our site.
- Use of "reefer" equipment is not advised because of load weight restrictions and an inability to secure the back of the load. Customers who choose to send in "reefer" equipment for a pickup must accept the potential of reduced weight for the total load. Also, the carrier must supply some form of adequate load securement to properly secure the load, and accept all responsibility for any damage that may occur in transit.
- If the customer has any questions about the size of vehicle needed, the customer is advised to contact a sales representative to confirm the space needed for loading purposes.

Plant	Location	Shipping Hours	Phone # to call for Pickup scheduling
Suwanee	3355 Martin Farm Rd. Suwanee, GA 30024	9:00 AM to 5:00 PM Closed for lunch (12pm-1PM) By appointment only: Dock # 12	1-800-433-9767

Customer Vehicle Pickup:

- A customer arranging to pick up an order using their own vehicle may do so between the hours of 1:00PM to 4:00PM. This time slot is first come, first served. All orders must pick up at dock door #17. If the customer is to arrive late after 4:00PM, the order must be picked up the next day between the allotted hours.
- The pickup number is located in the upper left corner of the order confirmation.
- Orders not picked up ten (10) days after the confirmed date will be returned to available inventory. A refund will be granted minus a restocking fee equaling 25% of the total order. Any customized or made to order product shall not be eligible for any refund.
- Orders **CANCELLED** are subject to a restocking fee of 25% of the total cost of the order. Requests to **HOLD** your product for a period longer than ten (10) days from the date of purchase are subject to a fee of no less than \$25 per day.

A lot of our products are large/bulky. Please ensure you have a large enough vehicle when picking up. If you are unsure, please contact us at sales@georgiaexpo.com or 1-800-433-9767 with your order number so we can let you know how much space to have available.

Plant	Location	Shipping Hours	Phone # for questions
Suwanee	3355 Martin Farm Rd. Suwanee, GA 30024	1:00 PM to 4:00 PM Dock #17	1-800-433-9767