



Dec 16, 2021

Dear Customer,

In the previous letter dt. May 8, 2020, we had pointed out the difficulties we had with package and freight shipments – especially with prepaid freight. This has got worsened in the last few months. Our staff has spent countless hours on the phone with freight forwarders, truck companies UPS & FedEx to resolve the incorrect freight charges. Here are a few examples:

FedEx Ground invoice# 7-582-50081						Actual		FedEx		Reason
Sr. No.	Inv#	PO#	Actual charged	FedEx Charge	Difference	Wt.	Dimension	Wt.	Dimension	
*	20212757	4921**	\$ 29.22	\$ 42.50	(\$13.28)	21.000	60 x 4 x 5	21.000	62 X 9 X 3	AHS - Dimensions \$16 + Peak - AHS Charge \$5.95
*	20212836	**	\$108.58	\$ 1,475.15	(\$1,366.57)	47.000	96 x 8 x 8	90.000	112 X 11 X 9	Fuel 158.05 + Unauthorized OS 920.00 + Peak - Unauth 350.00
*	20212708	4861**	\$ 56.20	\$ 76.29	(\$20.10)	27.000	63 x 8 x 8	49.000	68 x 10 x 10	AHS - Dimensions \$16 + Peak - AHS Charge \$5.95

As you can see, the dispute is mostly because the carrier disagrees with the dimensions/weight provided by us. We cannot continue to lose money and waste more time in resolving these issues. With immediate effect the following policy applies for all shipments shipped from all our warehouses:

Prepaid Freight by Prestige – LTL and small packages:

For all shipments that are prepaid by Prestige, there will be a 10% handling fee added to the freight cost. If there is a freight bill dispute, we will do our best to resolve it. But if the claim is rejected, then we have to pay the additional charges (& bill you for the same). We will require a signed consent form from you (will be e-mailed separately) agreeing to pay these charges. You can also choose to ship your UPS/Fedex/3rd party forwarder BOL's, etc. If required, we can also set you up directly with the forwarders we work with and have them bill you.

We thank you for your understanding.
As always, we appreciate your business.

Sincerely yours,

Steve Qmar
Director - Sales