

## **LTL Freight Order Modification Policy**

To ensure timely processing and shipment of all Less-Than-Truckload (LTL) freight orders, Eccotemp begins palletization, wrapping, labeling, routing, and carrier scheduling shortly after an order is placed and confirmed.

Once an LTL order has been:

- palletized,
- wrapped,
- labeled,
- routed,
- and/or scheduled for carrier pickup,

any customer-requested changes to the order may result in additional handling and processing charges.

## **Examples of Modifications Subject to Fees**

These changes may include, but are not limited to:

- adding products to an existing order,
- removing products from an existing order,
- address changes,
- pallet reconfiguration,
- freight rerouting,
- pickup rescheduling,
- carrier changes,
- or any adjustment requiring warehouse rework after processing has begun.

## **Standard Rework Fees**

Eccotemp reserves the right to apply the following charges:

- **Standard LTL Rework Fee:** Starting at \$75
- **Major Rework / Multi-Pallet Adjustments:** \$150+ depending on labor, materials, and carrier-related costs

Additional carrier cancellation or rerouting fees imposed by the freight carrier may also apply.

## **Important Notice**

To avoid additional fees or shipping delays, customers are strongly encouraged to finalize all quantities, product selections, and shipping details prior to order confirmation.

Eccotemp will make reasonable efforts to accommodate modification requests whenever possible; however, once freight preparation has begun, changes cannot be guaranteed without additional processing time and charges.