



Shipping Policy

1. Order Processing & Handling

All orders are processed within [1–3] business days (excluding weekends and holidays) after your order is placed.

- *Note: During peak seasons or sales events, processing times may be extended.*
- Orders placed after 4:30 pm Central will be processed on the next business day.

2. Shipping Rates & Delivery Estimates

Shipping charges and transit times for your order will be calculated and displayed at checkout.

3. International Shipping

International shipping rates are calculated at checkout.

- **Customs, Duties & Taxes:** Please note that international orders may be subject to import duties, taxes, or customs clearance fees. These fees are the sole responsibility of the recipient and are not included in the item price or shipping cost.

4. Order Tracking & Confirmation

Once your order has shipped, you will receive a Shipment Confirmation email or SMS containing your tracking number(s). The tracking number will typically become active within 24 hours.

5. Shipping Delays & Issues

While we strive to ensure timely delivery, unexpected delays occasionally occur due to carrier issues, inclement weather, or high package volumes. PUG Technologies Inc. is not liable for products damaged or lost during shipping. If your order arrives damaged or goes missing, please save all packaging materials and [contact the shipment carrier to file a claim].

6. Incorrect Addresses & Returns

Please ensure your shipping address is correct at the time of purchase. We cannot change the delivery address once an order has left our facility. For information regarding returns or refunds, please review our Return Policy <https://www.pugtechnologies.ca/store>.

7. Contact Us

If you have any questions or concerns regarding your shipment, please reach out to us at: pugtechnologies@gmail.com or 403-505-2713

Domestic (CANADA) Freight & Pallet Shipping Policy



Applies to: Palletized Shipments up to 500 lbs (LTL)

1. Shipping Rates & Transit

- **Classification:** Shipments weighing 500 lbs on a single pallet fall under standard LTL (Less-Than-Truckload) freight. Multiple shippers share trailer space, which minimizes your overall transport costs compared to dedicated truckloads.
- **Regional/National Rates:** Standard rates for a 500 lbs pallet (e.g., 35" x 65" x 30") vary by distance. Local/regional lanes typically cost between \$350 and \$850, while cross-country transit will scale higher.
- **Transit Times:** Standard ground LTL transit times generally range from 1 to 5 business days depending on the destination.

2. Packaging & Palletizing Requirements

To prevent freight damage or loss, all 500 lbs shipments must adhere to the following packaging standards:

- **Pallet Quality:** Use a standard, sturdy wood or plastic pallet (typically 35" x 65" rated for at least 1,000 lbs).
- **Stacking & Overhang:** Stack boxes squarely in columns. Ensure there is no overhang over the edges of the pallet.
- **Securing & Wrapping:**
 - **Band the cargo to the pallet base using heavy-duty plastic or metal strapping.**
 - **Apply high-quality stretch wrap (minimum 70-gauge) around the entire load, starting from the bottom and working up at least 3 times.**
- **Labeling:** Attach clear shipping labels to all four vertical sides of the wrapped pallet. Ensure receiver/sender addresses and phone numbers are visible.

3. Accessorial & Delivery Fees

Standard dock-to-dock shipping assumes you have a loading dock or a forklift. If your origin or destination requires extra services, additional accessorial fees may apply:

- **Liftgate Required:** If delivering to a residential address or a location without a loading dock, a liftgate is necessary to lower the pallet from the truck to the ground.
- **Residential Delivery:** Deliveries to residential zones or non-commercial spaces are subject to an added carrier fee.
- **Inside Delivery:** If the driver is required to move the pallet inside your building/garage.



4. Bill of Lading (BOL) & Documentation

Every LTL shipment requires a generated Bill of Lading. The BOL must detail accurate weight, dimensions, pallet stowability (whether the pallet is stackable or non-stackable), and declared freight class (frequently Class 70 or Class 100, depending on product density).

5. Claims & Damages

- Customers must thoroughly inspect the pallet upon delivery. Any visible damage, crushed boxes, or missing items must be noted directly on the delivery receipt *before* signing for the freight.
- Concealed damage or shortage claims must be reported to the carrier within 5 business days of delivery.

International Freight & Shipping Policy

1. Key Packaging & Palletizing Requirements

- **Weight & Dimensions:** Your total shipment weighs 500 lbs (approx. 227 kg). Ensure the pallet footprint is a standard 35" x 65" x 30" high. The total height (including the pallet) generally shouldn't exceed 60" for air freight or 84" for sea freight.
- **ISPM 15 Compliance:** For international shipments, any wooden pallet or crate must be heat-treated and bear the IPPC stamp to prevent the spread of pests.
- **Stacking & Wrapping:** Place heavier boxes at the bottom and lighter ones on top. Wrap the entire load with heavy-duty stretch wrap from the bottom of the pallet upwards at least three to five times to secure the cargo.
- **Banding:** Individual pieces or skids over 150 lbs typically must be banded to the pallet with metal or heavy-duty plastic straps in both directions to prevent shifting.

2. Required International Documentation

You will need specific paperwork to clear customs without delays:

- **Commercial Invoice:** Details the value of the goods, country of origin, buyer/seller information, and harmonized system (HS) codes.
- **Packing List:** Details the exact weight, dimensions, and contents of every package on the pallet.
- **Certificate of Origin:** May be required depending on trade agreements (e.g., USMCA for North American trade).

3. Freight Surcharges & Accessorial Fees



- **Non-Stackable Surcharge:** If your 500 lb pallet has a pointed, fragile, or uneven top that prevents the carrier from safely stacking another pallet on top of it, you will likely be charged a non-stackable fee.
- **Accessorial Fees:** Residential delivery, liftgate service, and inside delivery typically incur additional charges if required at your origin in the Marquis Industrial area (Saskatoon) or at the destination.

Dangerous Goods

All units are equipped with one 12VDC 100Ah LiFePO4 (13" x 6.75" x 9") rechargeable battery (Drawing 30321). The battery is fully charged at the factory and is physically disconnected from the operating system during transport.

- The manufacturer's MSDS (Material Safety Data Sheet) is provided in the shipping documentation and will be affixed to the pallet.
- Decal "UN 3481" for dangerous goods with "CANUTEC 613-996-6666" written must be located for clearly on the finished packaging.
- CANUTEC 24/7 Emergency Line: 1-888-CAN-UTEC (226-8832) or 613-996-6666