

Guidelines

Packaging and Labeling

So that your shipment is successfully protected during transit and successfully delivered to its destination, proper packaging and labeling is essential.

Packaging and Stacking Pallets

- Select the appropriate packaging for the product you are shipping and be sure to use the necessary cushioning or wrapping, while safely securing to the pallet. Shipments that are carefully packaged, organized and stacked will help ensure that your items arrive in good condition. Pallets must be shrink-wrapped.
- To maintain stacking strength, it is best to stack cartons squarely on a skid with no overhang, while box flaps and corrugations face up. The top area should be as flat as possible.



Labeling Your Shipment

One GSO shipping label with barcode is required for each pallet

We recommend the delivery address be clearly visible on each piece, ideally on the long and short sides of each box, to ensure successful delivery to locations without freight receiving capability.

Dangerous Goods

GSO does not accept Hazardous Materials.

Other Prohibited Items

A list of prohibited items is available at <https://www.gso.com/services/terms/prohibiteditems>

Pickup Service

On Call Pickup Service

GSO provides daily or on-call pickup service from shipping locations that have dock or forklift loading capability. GSO may be able to accommodate lift-gate service at the pickup location. Please call for availability.

When scheduling a pickup, you will be asked to make your freight shipment available for up to a 3-hour window within which our driver will arrive.

For example, to have packages picked up by 6:00 p.m., your shipment should be complete and ready for driver pickup by 3:00 p.m. The pickup window would be scheduled between 3:00 p.m. and 6:00 p.m.

Remote Pickups

If a shipment is to be picked up from an address other than what is listed as a pickup location on the account, additional charges will apply.

Delivery Service

Dock or Forklift Receiving Capability

Receiving locations for freight shipments are expected to have dock or forklift receiving capability. GSO will break down shipments to a delivery location that does not have a dock or a forklift for receiving capabilities and execute per-box deliveries to a single point.

If your shipment is to a location that does not have dock or forklift receiving capabilities, we recommend having the delivery address visible on each box. GSO freight service assumes one delivery point per delivery address. Shipments to locations that have no dock or forklift receiving capabilities and cannot be broken down or require more than one person to make the delivery, will be returned to the shipper at pallet rates.

Lift Gate Service

Lift gate service may be available – call for availability and pricing.

Tradeshow Delivery

GSO does not accept pallets to trade show or conference locations.



a GLS company

FREIGHT

RATES

Per Pallet Rates*	Zone 2	Zone 3	Zone 4	Zone 5
	94.50	131.25	175.00	250.00

Standard Pallet Dimensions: 48"x40" (LXW) and not taller than 72". Weight Limit per Pallet: 4,400 lbs. Shipment charges are calculated on a per-piece basis.

*GSO Freight delivery rates effective January 2, 2018. Rates subject to change without notice. Rates do not include fuel surcharge and/or additional service fees. Please refer to www.gso.com for current rates and fees.

SERVICES

GSO Freight service provides faster delivery throughout the West Coast. Deliveries between Northern CA and AZ/NM may require 2-days in transit, and deliveries between OR/WA/ID/UT and AZ or NM will require 3 days in transit ([Visit our transit maps page](#)). GSO reserves the right to break down pallets to execute per-piece delivery if dock or forklift receiving is not available at the point of delivery. Additional service fees and surcharges may apply.

For more details visit
www.gso.com

FREIGHT-RELATED ACCESSORIAL FEES

On-Call Pickup	\$4.00	If pallet pickup is unsuccessful, you will be billed for one pallet at zone rates.
Appointment Delivery	\$30.00	If shipment requires an appointment at the delivery destination so that the delivery may be completed, an appointment delivery fee will be incurred.
Exceptional Wait/Labor Time	\$30.00/hour	Driver waiting time in excess of 15 minutes at the pickup or delivery location will be billed at \$30 per hour. If the time to complete delivery exceeds 15 minutes from when the driver arrives at the destination due to inside delivery or shipment break-down requirements, the shipment is subject to be billed at the labor rate of \$30 per hour with a 1-hour minimum charge.
Oversized Pallet (>48"x40")	Standard Per Pallet Rate	Pallets in excess of standard dimensions will be billed for an additional pallet
Oversized Pallet (>72"h)	Previous Approval Is Required	Please call Customer Service for service availability.
Reattempt Fee	\$40.00	If greater than one delivery attempt is required to complete the delivery, each delivery attempt will be billed at \$40
Address Correction/Redirect	Standard Per Pallet Rate	Shipments that are redirected to a different location than the original address stated on the shipping label will incur a new shipment charge at the pallet rate
Return fee	Standard Per Pallet Rate	If a shipment is refused or is otherwise undeliverable at the destination site, the pallet will be returned at the standard per pallet rate.
Lift Gate Fee	\$30.00	Please call customer service for lift gate availability
Freight Delivery Area Surcharge	\$10.00	Additional fee may apply for delivery to specific zip codes in rural/remote areas.
Freight Extended Area Surcharge	\$25.00	Additional fee may apply for delivery to specific zip codes in rural/remote areas.