

ATTN: All Total Door Distributors

DATE: January 8, 2019

RE: Outbound FOB Freight from Total Door

In order to continue to provide the level of customer service you expect, Total Door has determined we can better serve you by single sourcing our outbound FOB freight to one Logistics Company.

This decision was driven by an increase of freight claims in 2018, these claims were difficult to manage, handled poorly by the freight companies involved, and frequently denied. We feel by making this change we can better manage the process, provide consistent product shipments, and have an increased confidence you are receiving your products in good condition and in a timely manner.

You are more than welcome to shop for a better price or work with your own freight or logistics company (either pre-paid or on account). If you do decide to choose your own carrier, please let us know your preferred shipping method when you place your order.

Please note –If there is ever a question of the packaging conditions prior to shipment, Total Door maintains a photograph of each pallet in our files for your records.