

To: Shipping Department/Sales Department

Date: January 25, 2024

Calvert Retail, L.P. has chosen FedEx as our primary carrier for less-than-truckload (palletized shipments from 300 lbs. to 10,000 lbs.) and small parcels (up to 70 lbs. per piece). SEND ALL LTL SHIPMENTS VIA FEDEX FREIGHT EXCEPT THOSE THAT ARE PREPAID.

## Less-than-truckload (LTL) Shipping Requirements

- Shipments > 300 lbs. and/or > 12 cartons.
- Shipments - Greater than 15 linear feet or 15,000 lbs. will need volume quote.
- Shipments of more than 7 skids need a volume quote.
- Shipments on non-standard pallet sizes (greater than 4 feet) taking up more than 15 feet of trailer space need a volume quote. (For example: 6 skids at 6 feet in length each would need a volume quote)
  - Volume quote – [volumeservices@fedex.com](mailto:volumeservices@fedex.com) or call 1-888-465-5646.
  - Please put the volume quote number on the Bill of Lading.
  - There is a very large surcharge if volume quotes are not requested and placed on the BOL.
- Use FedEx Freight Economy email buyer for account number
- Indicate Bill Third Party on the bill of lading (BOL) when shipping to a Calvert Retail store or the DC.
  - Include the billing address: Calvert Retail, P.O. Box 302, Montchanin, DE 19710
  - Include account number:
- Enter the PO# in the FedEx Purchase Order # field on the BOL.
- Include the packing list with each shipment (attached to the outside of carton or pallet)
- Indicate Delivery appointment needed for stores between 10 am and 4 pm in BOL Special Instructions.
- Schedule a FedEx Freight pickup by calling 866-393-4585.

## Small Parcel Shipping Requirements

- Shipments up to 300 lbs. (individual carton up to 70 lbs.) and up to 12 cartons per shipment.
- Package dimension measures less than 48 inches along its longest side.
- Package dimension measures less than 30 inches along its second longest side.
- All shipments must be in cardboard packaging.
- Provide store name and address on the shipping label (i.e. Reading China & Glass, Kitchen & Company, or Southern Season).
- Provide vendor name and PO# on the shipping label.
- Use FedEx Ground.
- Indicate Bill Third Party.
- Call for Third Party Account Number.
- Enter the appropriate Company PO Number in the FedEx PO Number Field.

**NOTE: PLEASE FOLLOW PACKING AND DELIVERY INSTRUCTIONS FOR PREPAID FREIGHT ORDERS. DO NOT CONTACT FEDEX FREIGHT FOR PREPAID ORDERS. WE REQUIRE A DELIVERY APPOINTMENT FOR ALL SHIPMENTS. WE RESERVE THE RIGHT TO REFUSE A DELIVERY MADE WITHOUT AN APPOINTMENT. THE VENDOR WILL BE RESPONSIBLE FOR ANY RE-DELIVERY CHARGE.**

**ANY DEVIATION WILL RESULT IN A DEDUCTION OF THE FREIGHT CHARGE.**

Administrative Office • 100 W. Rockland Road, Suite A • P.O. Box 302 • Montchanin, DE 19710  
Phone: (302) 622-8811 Fax: (302) 622-8602  
[calvertretail.com](http://calvertretail.com)

Attached you will also find a list of store locations and contacts:

## LESS THAN TRUCKLOAD (LTL) SHIPPING INSTRUCTIONS

### All LTL Shipments

- Palletized with a combined weight over 300 lbs. (not prepaid freight).
- Follow *packing instructions* only for prepaid freight orders.
- Attach shrink-wrap to the bottom of the wood skid and continue upward around the skid
  - Shrink-wrapped a minimum of 3 times including the top cartons.
  - Skid should be capped, if possible.
- Attach packing list to the outside of the lead pallet.

### Direct to Store Orders

- Palletize each store's order separately.
- Label each carton for the stores.
  - Store name (for example: Reading China & Glass, Kitchen & Company, or Southern Season)
  - Store Address.
  - Vendor name in the FedEx "Reference" field.
  - PO# in the FedEx "PO Number" field.
- Create individual BOLs for each store, include this with the packing list in an envelope attached to each stores order.
- Label each skid with "Do Not Breakdown Skid".

### Cross-Dock Orders

- Ship all "Cross-Dock" orders to the Calvert Retail Distribution Center (location #52) in Graham, NC for distribution to other stores.
- Label each pallet with the Calvert Retail Distribution Center address.
- Create individual BOLs for each store, include this with the packing list in an envelope attached to each stores order.
- Provide only the master bill of lading to FedEx Freight.
- **Call the Calvert Retail Distribution Center for delivery appointment.**

Attached you will find a list of store locations and contacts.

## For Multiple Store Orders on a Pallet

- Pack each store's orders individually, do not combine different store orders in a single carton.
- Label each carton for the individual store.
  - Store name c/o Calvert Retail Distribution Center.
  - Calvert Retail Distribution Center address.
  - Vendor name in the FedEx "Your/Customer Reference" field.
  - PO# in the FedEx PO Number field.
- Label each carton in the shipment to the store as "1 of 5, 2 of 5, 3 of 5, etc."
- Create individual BOLs for each store, include this with the packing list in an envelope attached to each store's lead carton.

## For Full Pallet Orders for Each Store

- Palletize each store's order separately.
- Packing slip for each store order.
- Label each carton for the stores.
  - Store Name (Reading China & Glass, Kitchen & Company, or Southern Season)
  - Store Address
  - Vendor Name
  - PO#
- Label each skid with "Do Not Breakdown Skid".

**PLEASE NOTE: ANY DEVIATION FROM THESE INSTRUCTIONS WILL RESULT IN A CHARGEBACK IF ADDITIONAL EXPENSES ARE INCURRED IN EITHER SHIPPING COSTS OR ORDER PROCESSING.**

## SMALL PARCEL SHIPPING INSTRUCTIONS

- Non-palletized shipments
  - Less than 300 lbs. per shipment (individual cartons up to 70 lbs.)
  - Up to a combined length and girth of 84" per carton.
  - Up to 12 cartons per shipment.
- Follow *packing instructions* only for prepaid freight orders.
- Use the fewest number of boxes where possible.
- Ship via FedEx Ground.
- Indicate **Bill Third Party**.
- Use Billing Account Number:    email buyer for acct number
- Avoid Additional Handling Surcharge
  - Ensure package dimension measures less than 48 inches along its longest side.
  - Ensure package dimension measures less than 30 inches along its second longest side.
  - Use cardboard packaging for all small shipments.
  - Store name (Reading China & Glass, Kitchen & Company or Calvert Retail Distro Center /Southern Season).
  - Store address.
  - Vendor name in the FedEx "Your/Customer Reference" field.
  - PO# in the FedEx PO Number field.

**PLEASE NOTE: ANY DEVIATION FROM THESE INSTRUCTIONS WILL RESULT IN A CHARGEBACK IF ADDITIONAL EXPENSES ARE INCURRED IN EITHER SHIPPING COSTS OR ORDER PROCESSING.**

## **PURCHASE ORDER DATING AND CANCELLATION RULES**

Notify the buyer on or before the cancel date, in the event an order will not ship as agreed. All orders shipped after the cancel date will not be accepted.

### Purchase Order Dating

Order Date – the date the order is written and submitted to the vendor.

Ship Date – the earliest date that the order can be shipped to our stores.

Cancel Date – the last date that the order can be shipped. Any order not shipped by the cancel date is considered cancelled and will not be accepted.

Bill To:

Calvert Retail, L.P.  
P.O. Box 302  
100 W. Rockland Road  
Montchanin, DE 19710  
302-622-8811 (phone)  
302-622-8602 (fax)

Ship To:

Calvert Retail Distribution Center - #52  
1125 Jay Lane  
Graham, NC 27253  
800-253-3663 (phone)  
Contact: Receiving Manager

Reading China & Glass - #2  
Rockvale Square  
35 S. Willowdale Drive, Bldg. 9  
Lancaster, PA 17602  
717-393-9747 (phone)  
717-392-5496 (fax)  
Contact: Receiving or Store Manager

Kitchen & Company - #7  
Henlopen Plaza  
(Coastal Highway at Dartmouth Drive)  
34164 Citizen Drive  
Lewes, DE 19958  
302-644-7749 (phone)  
302-644-6718 (fax)  
Contact: Receiving Manager or Store Manager

## Letter of Acknowledgement Form

This letter supersedes all previous routing requests. Please sign and complete the “acknowledgement” of this page and return to us VIA FAX at 302-622-8602 as soon as received.

This document is to acknowledge receipt of the Calvert Retail, LP. Routing Guide, as the same may be amended or modified from time to time (“Guide”), by the vendor named below (“Vendor”). It is understood that the Vendor’s business relationship with the Company is based upon being in full compliance with the requirements of the Guide.

Further, it is understood that failure to abide with the requirements of the Guide may result in chargeback fees and/or the immediate cancellation by the Company of all its outstanding orders with the Vendor.

By the signature below of an authorized Officer of the Vendor, the Vendor acknowledges, accepts, and agrees to abide by the standards and requirements of the Guide.

Vendor Name: \_\_\_\_\_

By: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

DATE: \_\_\_\_\_