



May 8, 2020

Dear Customer,

In the last few months, we have faced quite a few billing issues with small package shipments and samples shipped to USA and Canada by UPS and FedEx on 3<sup>rd</sup> party accounts. Our staff has spent countless hours on the phone with UPS & FedEx to resolve the incorrect freight charges.

It is our conclusion that we need to follow a new procedure for small package shipments. Therefore, we are implementing the following policy with immediate effect. This policy applies to all small packages and shipments shipped from all locations by UPS or FedEx by Ground / NDA / International, etc.

For all shipments, we will follow one of the following methods:

**Option-1 Using your UPS/FedEx account (or your client's) billing: 3rd party/collect**

When the order is staged, we will advise you on the roll/package weight/dims/location address, etc. You are requested to arrange a pickup using UPS/FedEx online portal at the address. In addition, you also have to email a UPS/FedEx label (or AWB) for the shipment. We (our warehouse) will place it on the package/roll and hand it over to the UPS/FedEx driver. You (or your client) will be responsible for the pickup and other additional charges that may incur. It also may take an additional day or two to ship the packages.

**Option-2 Common warehouse - Blind Release**

We are unable to dropship using your UPS/FedEx account from a common warehouse (e.g., Falcon, M.F.H, etc.). We will be happy to release the roll/package in your account at that warehouse. You need to work with the respective warehouse to get the package shipped. Any quality defect - you can always hold us responsible. But we will not be responsible for transportation damages, lost packages, etc. If you do not have an account with the warehouse (e.g., CHS Warehouse, Charleston, SC), then please use either Option-1 or Option-3.

**Option-3 Shipping prepaid using Prestige's FedEx account (we will not use UPS).**

We will use our FedEx account to ship from all our warehouse locations. We have a regular FedEx ground pickup at CHS warehouse and Falcon Dye. We can drop ship on your behalf. We will gladly take care of everything. We will prepay and add the freight charges to our sales invoice. We **will not use** a 3rd party FedEx account (for multiple reasons) If we ship on our FedEx account, then we have a complete control (including lost packages). If you wish, we will be happy to get you a freight quote before shipping the packages.

**3640 Walnut Grove Lane, Cumming, GA 30041 (USA)**

**Tel: +1-843-647-6363 Fax: +1-843-647-6364 [helpdesk@prestige-impex.com](mailto:helpdesk@prestige-impex.com)**

**[www.prestige-impex.com](http://www.prestige-impex.com) [www.forpeatssake.com](http://www.forpeatssake.com) [www.coco-barn.com](http://www.coco-barn.com)**



If the location has a regular FedEx Priority Mail pickup, we will try to ship it the same day. If not, we will have to schedule a pickup for the following day. If it could go UPS the same day, we may ask you for a UPS Label and ask you to set a pickup (see Option-1).

*We request you to clearly mention on your purchase order how you would like us to proceed with the shipment. If nothing is mentioned, then our default shipping method will be Option-3.*

Please help us serve you better by selecting one of the above methods.  
We thank you for your understanding.

As always, we appreciate your business.

Sincerely yours,

Steve Qmar  
Director - Sales