



commercial printing | digital printing | converting papers | office papers | book publishing | technical specialties

# Sales & Service Policy

July 1, 2023

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This document is intended to help answer the most common questions about our Sales and Service Policies and is not intended to be a complete listing of all policies, up-charges, terms, etc. if you have questions or need more information, please contact a Customer Satisfaction Representative or your local Finch Sales Professional.

## Contact Information

### **1-800-833-9983**

Sales Fax: 1-518-743-9656

Customer Satisfaction Fax: 1-518-793-0778

Email: [customerservice@finchpaper.com](mailto:customerservice@finchpaper.com)

### **Customer Satisfaction Department:**

Hours: 8:00 a.m. to 6:00 p.m. (EST)

### **Technical Service Specialist:**

[paperevaluation@finchpaper.com](mailto:paperevaluation@finchpaper.com)

### **Sample Department:**

1-518-793-2541, ext. 5503

[samples@finchpaper.com](mailto:samples@finchpaper.com)

### **Return Address:**

Finch Paper LLC

1 Glen St.

Glens Falls, NY 12801

## Definition of Terms

**One Grade** means a single quality or type of paper.

**One Item** means one size, weight, color, grain, finish, packing and quantity in one grade.

**Customer** is the firm or individual that is authorized to place orders with, and pay invoices to, Finch Paper.

**End User** is the actual user of the purchased product (i.e. printer, graphic designer).

**Digital** refers to all sheet sizes less than 17.5 x 22.5 inches.

**Folio** refers to all sheet sizes 17.5 x 22.5 inches and greater.

**Stock** refers to a standard product stocked by Finch Paper at its distribution centers.

**Making order** refers to any item that is not shipped from Finch's stock inventory.

**Pool Truck** is a regularly scheduled truckload carrier that allows customers to combine less-than-truckload orders with other regional orders. The nature of the schedule may allow for carriers to call ahead for appointments.

**Full truckload** is defined as a quantity of 42,000 lbs. for rolls and sheets. Sheets are based upon nominal weight.

## Ordering

### Order Placement

Complete information shall be supplied by the customer specifying paper grade, weight, finish, color, size, quantity, packing, delivery and end use. Delivery dates are a requirement at time of order placement for planning purposes; specifically needed for large volume orders requiring appointments. All verbally placed orders must be confirmed in writing by the end of the business day, preferably with a purchase order. Orders are accepted as specified on Finch Paper's acknowledgement issued by the Customer Satisfaction Department. Any difference between the acknowledgement and the customer's order must be called to the attention of the Customer Satisfaction Department prior to the time of manufacture. Special packaging instructions must accompany orders in writing and with detailed information. This should include skid dimensions and schematics, height requirements, roll orientation, etc. Finch Paper is not responsible for discrepancies in orders taken verbally for shipment on a "same day" basis.

Paper in sheets is billed at nominal weight; paper in rolls is billed at gross weight including wrapper, core and plug. For pricing purposes, the quantity ordered, not the quantity shipped, is the determining factor. Ship and delivery dates on Finch order acknowledgements are a requested date and are not guaranteed. Every effort will be made to fulfill the requested delivery.

Finch defines a full truckload as 42,000 lbs. for rolls and sheets. Orders manufactured within industry tolerances will be shipped in full, including overflows that exceed carrier truckload weight restrictions and limitations.

### Order Changes

Stock may be placed on hold through the end of business day, although it may be removed to satisfy other firm orders; in which case, the customer will be notified by a Finch Customer Satisfaction Representative. Orders will not be held on the mill floor beyond requested ship or ready date. Additional fees will be applied for the storage and handling of delayed / refused shipments and for large orders in which a change in delivery appointment occurs. Refer to Appendix B of this document for applicable fees. Consult Finch Customer Satisfaction Representative with any request to change orders.

Stock orders may be changed up to order cut-off time. For requests that come after order cut-off time, consult a Finch Customer Satisfaction Representative. A \$450 fee may be applied to the order if Finch incurs additional charges resulting from the change request.

## Order Acknowledgements

All quotations and agreements are subject to Finch Paper's written order acknowledgement, which initiates the order and states the only obligations to which Finch Paper is bound. An acknowledgement will serve as the final agreement between parties, superseding all prior price quotes and communications. If Customer objects to the document upon receipt, such objection must be in writing and delivered to Finch Paper promptly upon receipt of an acknowledgement. Subsequent revisions to the document may be executed only upon agreement and acknowledgement by Finch Paper and the Customer. Acceptance of an order is conditional on Customer's assent to the terms and conditions of sale as outlined in the Sales & Service Policy Guidelines.

## Order Cancellations

Except as otherwise provided herein, an order cancellation must be made by the Customer, in writing, within 48 hours of Finch delivering the Order Acknowledgement Form to the Customer. The Customer will be responsible for costs associated with skids, if manufactured, in connection with the Order. If the rolls are manufactured for a sheet order, the Order cannot be cancelled once Finch delivers the Order Acknowledgement Form to the Customer.

## Pricing

Only Finch Paper Sales Administration is authorized to provide price quotes. Product or price lists provided by a third-party, such as a distributor, printer, and/or end user, will not be considered an authorized price quote. Prices and up-charges are subject to change without prior notification; price prevailing at date of shipment.

## Discount Terms

The standard discount is 1% to be paid in full within 20 days of the issued invoice date, net amount due on the 21st day. Invoices are typically generated the next day following shipment. Our most common up-charges are listed in Appendix A of this document.

## Warranty of Products

Finch products are warranted to meet the mill's standard quality tolerances. Claims for quality defects must be submitted within 90 days of the original invoice date and within 30 days of encountering a problem. If paper defects are confirmed, the paper will be replaced or a credit will be issued in accordance with Finch Paper's claim handling guidelines. Approved claims will not exceed the purchase price of the paper. It is the sole responsibility of the Customer to adhere to recommended printing, packaging, finishing and storage methods. Finch Paper does not assume responsibility for damages or loss in profit incurred by improper printing, packaging, finishing and storage methods. Finch Paper shall not be liable for consequential, indirect, or incidental damages, or for any amount in excess of the price for the shipment involved.

## Roll Assortment

All stock rolls may be combined for pricing. Manufacturing and stock roll orders may be combined for freight purposes, but cannot be combined for pricing.

## Transportation

All shipment of products shall be delivered F.O.B. Finch's distribution centers, and title and liability for loss or damage thereto shall pass to Customer upon Finch Paper's delivery of the products to a carrier for shipment to Customer. Any costs incurred beyond those agreed upon as normal freight rates, pool truck charges shall be the responsibility of the customer, as detailed in this document.

## Making Orders

Special basis weights are subject to a +/- 5% variation in the nominal weight. Special sheet sizes are available in both carton and skid packed subject to mill acceptance.

To calculate ream weight:

Sheets 24x36 and larger: adjust to the nearest whole pound.

Sheets 17x22 up to 24x36: adjust to the nearest half pound.

Sheets smaller than 17 x 22: carry to two decimal places.

### Order Minimums: Making Orders

Some quantities are subject to pricing considerations as well as trim and accumulation. Up-Charges and differentials are listed in Appendix A of this document.

Option	Minimum
Rolls*	2,500 to 4,999
Rolls	5,000 lbs.
Digital Skids	10,000 lbs.
Digital Cartons	10,000 lbs.
Folio Orders (Bright White and Vanilla)	5,000 lbs.
Folio Orders (40 lb. Text Only)	10,000 lbs.
Vanilla, Smooth Finish**	42,000 lbs.
Soft White**	20,000 lbs.

\* Subject to up-charge; see Appendix A.

\*\* With accumulation of truckload and trim, orders of 5,000 lbs. will be accepted.

### Paper Machine Trims for Making Orders

Paper Machine	Trim Minimum	Trim Maximum*
<b>No. 1 Paper Machine</b>	90"	107 1/4 "
<b>No. 2 Paper Machine</b>	90"	104"
<b>No. 3 Paper Machine</b>	126"	133"
<b>No. 4 Paper Machine</b>	162"	177.5"

**\*\* Trim Maximum may vary based upon the basis weight. Please contact Finch Customer Service for maximum acceptable trim on sheet orders**

Sheet orders for multiple sizes will be accepted provided each item trims independently and meets minimum quantity requirements.

Roll orders of variable roll sizes will be accepted in combinations and quantities required for acceptable trim within a scheduled machine run of grade, weight, finish and color.

## Freight Policy, effective July 1, 2023

### I. For orders shipping out of Glens Falls, NY:

1. Orders of less than 5,000 lbs. shipping into the merchant warehouse or direct will incur LTL freight charges, minimum charge \$500.
2. **For merchant warehouse shipments:** Orders of 5,000 lbs.-9,999 lbs. shipping into a merchant warehouse may ship LTL and will incur a \$500 stop-off charge. Orders greater than 10,000 lbs. shipping into a merchant warehouse will not incur a stop-off charge with the exception of Finch 94 rolls, Finch Offset and Converting grades, see bullets 4 and 5.  
  
**For direct shipments:** Orders of 5,000-9,999 lbs. shipping direct may ship LTL and will incur a \$500 stop-off charge; orders of 10,000-39,999 lbs. orders shipping direct will incur a \$500 stop-off charge with the exception of Finch 94 rolls, Finch Offset and Converting grades, see bullets 4 and 5.
3. Backordered items will be held until 10,000 lbs. have accumulated in order to ship into the merchant warehouse. If a backorder totaling less than 10,000 lbs. is requested to ship, freight charges will apply as outlined above.
4. Finch 94 rolls, Finch Offset, Finch Office Papers, Converting and non-stocking Inkjet rolls must ship in full truckloads. Policy exceptions require the approval from Finch Paper's VP Sales and Marketing with a written Special Pricing Agreement or Finch Quote which covers the freight expense. Grades include: Finch Offset, Engineering Bond, Forms Bond, MOCR Laser, ThruPut Wove, ThruPut Advantage, Image DME, Reply Postcard rolls, File Folder, Index, Label Face Stocks, Digital Web XP, Mailstream, Smartbook Jet and Opaque Jet grades. Customers may combine orders of grades, stock or making, shipping to a single destination, to accumulate a full truckload.
5. All orders shipping to the following states will incur a \$2.00/cwt surcharge when over-the-road carriers are used: MT, WY, CO, NM, AZ, UT, ID, NV, CA, OR, WA. Intermodal shipments of 40,000 lbs. will not incur a surcharge.
6. Finch 94 sheets are designated to ship with other tonnage into a location and/or geographical region. Truckload orders will ship next day. Less than truckload orders will ship within 1-3 days to optimize freight. Orders of 5,000-9,999 lbs. shipping direct may ship LTL and will incur a \$500 stop-off charge; orders of 10,000-39,999 lbs. orders shipping direct will incur a \$500 stop-off charge.
7. Orders received by 3:00 PM EST will ship next day and/or according to the select regional schedule below. Normal transit times will apply. Mid-Atlantic orders received by 3:00 PM EST ship same day. New England and New York orders received by 4:00 PM EST and Metro NY/NJ orders received by 5:00 PM EST will ship same day.
8. Distro (cross-dock) orders that have receiving restrictions and/or additional delivery requirements will be required to pay additional charges.
9. If a customer is picking up, any quantity can be ordered and supplied.

## Schedule from Glens Falls, NY to Select Regions

DESTINATION	DEPARTS	Transit Time from Day of Shipment	SERVICE AREA
NYC Metro	M, T, Th, F Same Day as Order	Next Day	Metropolitan NY & NJ and all of Long Island
Upstate NY & Toronto	M, T, Th, F Same Day as Order	Next Day	Entire state, excluding Metropolitan NYC
New England	M, T, W, F Same Day of Order	Next Day	CT - Entire State MA - Entire State ME - Lewiston; Portland, Westbrook & all points south NH - Entire State RI - Entire State VT - Entire State
Mid-Atlantic	M, T, Th, F Same Day of Order	Next Day	DE - entire state MD - entire state NJ - entire state excluding Metropolitan NYC area PA - East of Rte 81 to Harrisburg, then East of Rte 15 to MD line Washington DC area*
Midwest	M, T, W, F	Next Day	OH - Cleveland area* / All points east of Rte 77 PA - west of Rte 81 to Harrisburg, then west of Rte 15 to PA line
		2 Day Points	IL - entire state IN - entire state KY - entire state MI - entire state OH - Points West of Rte 77 WI - entire state WV - entire state
	M, F	3 Day Points	IA - entire state KS - east of Rte 81 MN - entire state MO - entire state NE - Omaha area*
South Dakota (ONLY)	Following Day	4 Day Points	SD - Sioux Falls / Rapid City only
Southeast	Friday	2 Day Points	GA - Entire State NC - Entire State SC - Entire State TN - Kingsport / Knoxville / Nashville area* VA - Entire State
		3 Day Points	AL - Entire State TN - Memphis area*
		3 - 4 Day Points	FL - Entire State
Texas	Tuesday & Friday	3 Day Points	LA - New Orleans area MS - Entire State OK - Oklahoma City / Tulsa areas*
		3 - 4 Day Points	AR - Entire State
		4 Day Points	TX - Austin / Dallas / Fort Worth / Houston / San Antonio areas*
West of the Rockies	Friday	4 Day Points	CO - Boulder / Denver areas* NM - Albuquerque area* UT - Logan / Salt Lake City areas*
		5 Day Points	AZ - Phoenix area* CA - Los Angeles / Sacramento / San Francisco areas* NV - Las Vegas
Pacific Northwest	Following Day	9 - 15 days	OR - Portland area* WA - Seattle area*
Vancouver, BC	Following Day	9 - 15 days	Vancouver, BC

Transit times are estimates only. Less than truckload quantities may require additional transit time based on truck stops.

**Appointments will be scheduled for shipments of 20,000 lbs. and greater to a single location.**

**Appointments will not be scheduled for shipments less than 20,000 lbs. to a single location (including order balances); however, a courtesy notification call will be placed.**

**Please provide receiver's afterhours contact information.**

**Any exceptions to this policy must have prior authorization from the VP Sales and Marketing prior to order entry, including the designation of a consignee as a "merchant warehouse."**

**Common Carrier: 40,000 lbs. is considered a full truckload.**

**Intermodal Guidelines: 40,000 lbs. gross weight is considered full.**

**Rolls and sheets cannot be combined on the same container, and rolls cannot be palletized.**

**Service available from Glens Falls, NY to a single destinations, without any stop-offs.**

\*Includes all points shown in the current Rand McNally Road Atlas city map.



## II. For orders shipping from Glens Falls, NY to Eastern Canada:

1. Orders less than 5,000 lbs. will incur LTL freight charges, with a minimum of \$500.
2. Orders of 5,000 lbs.-19,999 lbs. of stock, making or a combination of the two, will incur a \$500 stop-off charge.
3. Orders greater than 20,000 lbs. of stock, making or a combination of the two, will not incur a freight charge with the exception of Finch 94 rolls, Finch Offset and Converting grades, see bullet 5.
4. Backordered items will be held until 20,000 lbs. have accumulated in order to ship into the merchant warehouse. If a backorder totaling less than 10,000 lbs. is requested to ship, freight charges will apply as outlined above.
5. Finch 94 rolls, Finch Offset, Finch Office Papers, Converting and non-stocking Inkjet rolls must ship in full truckloads. Policy exceptions require the approval from Finch Paper's VP Sales and Marketing with a written Special Pricing Agreement or Finch Quote which covers the freight expense. Grades include: Finch Offset, Engineering Bond, Forms Bond, MOCR Laser, ThruPut Wove, ThruPut Advantage, Image DME, Reply Postcard rolls, File Folder, Index, Label Face Stocks, Digital Web XP, Mailstream, Smartbook Jet and Opaque Jet grades. Customers may combine orders of grades, stock or making, shipping to a single destination, to accumulate a full truckload.
6. Finch 94 sheets are designated to ship with other tonnage into a location and/or geographical region. Truckload orders will ship next day. Less than truckload orders will ship within 1-3 days to optimize freight. Orders shipping direct, between 5,000 lbs.-41,999 lbs., will incur a \$500 stop-off charge.
7. Orders received by 3:00 PM EST will ship next day. Normal transit times will apply. For orders requiring same day shipment, the order cut-off is 12:00 PM EST and an additional \$150 expediting fee will be applied.
8. If a customer is picking up, any quantity can be ordered and supplied.
  - **Appointments will be scheduled for shipments of 20,000 lbs. and greater to a single location.**
  - **Appointments will not be scheduled for shipments less than 20,000 lbs. (including order balances) to a single location; however, a courtesy notification call will be placed.**
  - **Please provide receiver's afterhours contact information.**

## **Transit Damage**

The consignee is responsible for inspection of goods received and for reporting damage to the trucking company. A signed statement for damage and BOL (Bill of Lading) must be obtained from the carrier and a claim with carrier filed promptly. Hidden damage to paper must be reported to Finch Paper within 30 days.

Finch Paper will not be responsible for extra transportation charges resulting from:

1. Compliance with customer requests for a particular carrier or routing.
2. Customer's inability to accept regular over-the-road trailers.
3. Special services such as inside deliveries.
4. Detention, refusals, storage, and delivery not caused by Finch Paper oversight or action.

## **Freight Terms**

All shipment of product shall be delivered F.O.B. Finch's distribution centers, plus any additional freight/service charges as listed in Appendix B of this document.

## Manufacturing Capabilities and Tolerances

### Over and Under Run Tolerances

When limitations of “not more than” or “not less than” the quantity is specified at order entry, the percentage of one-way variation allowable is doubled. Split deliveries will be considered as individual making orders for over and under run allowances. The normal variation allowance is doubled for non-stocking grades.

Quantity	Normal Variation	Not More Than/Not Less Than
Less than 5,000 lbs.*	20%	+/- 40%
5,000 lbs. – 9,999 lbs.	10%	+/- 20%
10,000 lbs. – 39,999 lbs.	5%	+/- 10%
40,000 lbs.	3%	+/- 6%

\* Cannot apply “not more than” to orders less than 5,000 lbs.

### Trimming Tolerances for Sheets and Rolls

The trimming tolerance for folio-size sheets and rolls, both on Making Orders and Stock, is +/- 1/32.” When the roll width is specified as “no wider than”, the spec. becomes +0 to 1/16”. When roll width is to be “not narrower than,” the spec. becomes -0 to 1/16”. For Digital Sheets, the trimming tolerance is +/- 1/64”. For all making orders, the Customer must specify “Digital Sheeting Tolerance” at time of order entry and confirm its notation on the Order Acknowledgement Form.

### Roll Dimensions and Tolerances

If the specified diameter and weight of a roll order are found to be incompatible, the weight limitation will be the controlling factor. If the specified diameter and footage of a roll order are incompatible, the maximum diameter will be the controlling factor. Roll footage tolerance is plus or minus 1%. Roll diameters tolerance is +/- 1 inch. Standard roll packaging is 40” diameter, 3” cores. Roll widths of 20 inches and under will be subject to multi-packing.

### Splices and Cores

Splices are diagonal and are of pressure sensitive material. They will be flagged upon customer request. Our intention is to not ship any rolls with more than 2 splices per roll and no splice within 1 inch of outside diameter. Non-returnable fiber cores with removable metal core plugs are standard for roll orders. Notched cores are available upon request in either 3/4” or 5/8” sizes.

### Trial Orders

Truckload pricing is applied to all trial cartons and rolls. If an order for the grade is placed subsequent to the trial, a credit memorandum will be issued for the cost of the trial paper.

## Paper Returns and Quality Claims

### Returns

Customers are expected to keep paper that has been ordered in error. All requests to return a product must be submitted within 30 days of shipment. Any returns must be in saleable condition and approved by Finch Sales Administration. Customers will be responsible for a handling charge of \$20.00 per cwt, minimum of \$400, whichever is greater, as well as freight both ways. Finch does not accept returns on Making Orders or customer-specific inventory.

### Grain Short Paper

The mill will accept orders for short grain paper subject to the following printing limitations and recommendations:

1. Press Room relative humidity should be in the area of 40% to 55%.
2. Close register printing is not recommended.
3. All printing should be done on one pass through the press.
4. Mixed grain paper (short and long) should not be run on the same job.
5. The customer and printer should recognize and accept possible printing problems and limitations of short grain paper.

### Claims & Credits

Complaints must be filed within 90 days of paper shipment from our mill and within 30 days of encountering a problem. When investigating complaints, the following information should be obtained and passed on immediately to your Finch Paper Sales Representative or to the Customer Satisfaction Department:

1. Finch Paper order number, paper grade, size, and weight.
2. Printer or user.
3. Complete identification of the item(s) involved, including grades, inspection slips, carton identification numbers, skid numbers, and/or roll numbers.
4. Press information; type, size, color units, sequence.
5. Exact nature of the problem.
6. Where the problem occurs on the press and dates and times of the occurrence.
7. If problem is wave or curl: (a) what is the temperature and relative humidity of the plant, (b) was the paper flat when wrappers were removed, (c) is the plant equipped with air conditioning and humidifying equipment. Finch Paper will not accept responsibility for problems arising from paper being stored or used in uncontrolled humidity surroundings.
8. Extent of complaint involvement in press time, paper loss, paper replacement, returns, etc.

Finch Paper will endeavor to resolve all complaints as swiftly as possible. If an invoice becomes due prior to the disposition of a complaint, it is the customer's responsibility to pay the total invoice. Customer debits issued prior to mill credit authorization will not be honored.

#### Send to:

Technical Services Department  
Finch Paper  
1 Glen Street  
Glens Falls, NY 12801

## Digital Performance Guarantee

Finch Paper is dedicated to developing papers that continually exceed our customers' expectations in terms of print quality, runnability and overall value. Our products are designed in collaboration with the original equipment manufacturer (OEM) in order to ensure that they meet the end user's application needs.

Finch digital papers are guaranteed to run on all electrophotographic (laser) and inkjet copiers, printers and digital production presses. The customer is responsible for using the proper printing and finishing techniques and for using suitable packaging and storage conditions. The Finch grade selected must meet the OEM's product and application guidelines.

Please consult the Finch technical team if the demands of a particular job exceed the standard OEM guidelines or if you have questions regarding the choice of the proper Finch grade for your application. Use of our products for applications beyond their design capabilities is done at the customer's own risk. Approved claims will be limited to the value of the paper.

**Thank you for doing business with Finch Paper.**

## Appendix A: Common Up-Charges and Differentials

### Making Orders

Option	Minimum	Up-Charge (\$/cwt)
Rolls	2,500 to 4,999	\$23.00
Rolls	5,000	None
Digital Skids	10,000 lbs.	\$5.00
Digital Cartons	10,000 lbs.	\$9.00
Folio Orders (Bright White and Vanilla)	5,000 lbs.	\$3.00
Folio Orders (40 lb. Text Only)	10,000 lbs.	None
Vanilla, Smooth Finish*	42,000 lbs.	Call for pricing
Soft White*	20,000 lbs.	Call for pricing

\* With accumulation of truckload and trim, orders of 5,000 lbs. will be accepted.

### Special Up-Charges and Services (Applies to Making Orders and Stock)

Service	Up-Charge (\$/cwt)
FSC Chain of Custody* (Opaque, Digital, T&C)	\$1.00
FSC Chain of Custody* (All Other Grades)	\$3.00
SFI or PEFC Chain of Custody	\$1.00
10% PCW (Post-Consumer Waste)	\$2.50
30% PCW	\$7.50
Colors	Call for pricing
Narrow Rolls (<8.5 inches)	\$5.00
Narrow Rolls (8.5 to 10.999 inches)	\$3.00
Narrow Rolls (11 to 16.99 inches)	\$1.50
Roll diameters < 50" on Finch 94 and Finch Offset products	\$1.00
Rolls on pallets without tops	\$1.25
Rolls on pallets with tops	\$1.50
Rolls on pallets in rolling position**	\$3.00
Broken pallet charge for digital cartons	\$5.00
Making press-ready skids/heat-treated skids	Call for pricing
Cartons packed on skids (not pallets)***	\$1.00
Deficiency Weight Caused by Special Packaging	Applied at time of invoicing

\* Only applies to making orders. There will be no up-charge for stock sheet FSC orders.

\*\* Requires 24 hours advance notice prior to shipment with quantities greater than or equal to 10,000 lbs.

\*\*\* This is a non-standard packaging configuration. Cartons are typically packed on pallets.

# Appendix B: Additional Freight & Service Charges

<b>NYC metro fee</b>	\$200												
<b>Stop offs</b>	\$875 for all orders between 5,000-9,999 lbs.; \$875 for direct-ship orders between 10,000-39,999 lbs.												
<b>Detention / Layover</b>	<p>Consignee free time:</p> <p>Truckload orders (42,000 lbs) free time unloading is 2 hours</p> <p>Less than truckload orders free time unloading is 1.5 hours</p> <p>\$60 per hour after free time chargeable in 15 minute increments</p> <p>Maximum 5 hours (\$300) per day; Minimum 30 minutes (\$30)</p> <p>Layover fee to be added after max detention has been reached:</p> <p>Layover fee is \$150 plus accumulated detention (\$450 max combined total) per day</p> <p>Sidewalk delivery \$2.00 per cwt (min \$40, max \$400)</p> <p>(upon request by Customer, Carrier is requested to break pallets and carry cartons to outside Consignee location)</p> <p>Inside delivery \$4.00 per cwt (min \$65, max \$600)</p> <p>(upon request by Customer, Carrier is required to break pallets and carry cartons inside Consignee location)</p> <p>Driver assist \$0.30 per cwt (min \$30, max \$1300)</p> <p>(upon request by Customer, Carrier is requested to use Consignee pallet jack and move palletized product from nose of trailer to tail)</p> <p>Team drivers - \$400</p> <p>(upon specific instructions from Customer, a second qualified driver is added to expedite delivery)</p> <p>Expedited service - \$400</p> <p>(upon specific instructions from Customer, delivery is requested prior to midnight on same day of pick-up)</p> <p>Weekend / holiday service - \$400</p> <p>(upon specific instructions from Customer, delivery is requested on weekend or holiday following pick-up)</p>												
<b>Special Services: Requested at order entry</b>													
<b>Reconsignment</b>	<p>\$95 + additional miles + FSC</p> <p>(If a change is required after the carrier has accepted and/or picked up a tender from Finch Paper, additional charges may be applied. With any accepted changes to a consignee while the carrier is en route, charges may be based upon freight rates and mileage.)</p>												
<b>TONU</b>	<p>\$250</p> <p>(Cancellation of a shipment/BOL requested by the Customer after such shipment has been tendered to a carrier by Finch Paper may result in a "Truck Ordered Not Used" fee.)</p>												
<b>Cross-Dock Fees</b>	Cost associated with cross-docking at Chicago RDC: \$.50/cwt												
<b>Warehousing</b>	<p>Handling – in and out per truckload: \$105</p> <p>If requiring shipment to local external warehouse – mileage rate + FSC: \$190 *</p> <p>*Charges may vary based on shipment location</p> <p>Storage Fee Schedule for FTL Order Quantities:</p> <p>Finch Paper will allow the customer to store a Full Truck Load of paper as defined as 42,000lbs for up to 5 days with no associated warehousing surcharge after which the following schedule will be applied:</p> <p>Example: If the customer places an order for (2) FTL shipments and the paper ships on the 8<sup>th</sup> day after it's made, Finch will apply a \$200 surcharge to the customers invoice.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th># of Days</th> <th>Surcharge (\$/FTL)</th> </tr> </thead> <tbody> <tr> <td>0-5 Days</td> <td>\$ -</td> </tr> <tr> <td>6-10 Days</td> <td>\$ 100.00</td> </tr> <tr> <td>11-15 Days</td> <td>\$ 200.00</td> </tr> <tr> <td>16-20 Days</td> <td>\$ 300.00</td> </tr> <tr> <td>&gt; 20 Days</td> <td>\$ 400.00</td> </tr> </tbody> </table>	# of Days	Surcharge (\$/FTL)	0-5 Days	\$ -	6-10 Days	\$ 100.00	11-15 Days	\$ 200.00	16-20 Days	\$ 300.00	> 20 Days	\$ 400.00
# of Days	Surcharge (\$/FTL)												
0-5 Days	\$ -												
6-10 Days	\$ 100.00												
11-15 Days	\$ 200.00												
16-20 Days	\$ 300.00												
> 20 Days	\$ 400.00												