



*Air Ground Xpress – Standard Operating Practices  
Business Pickups & Deliveries*

Air Ground Xpress is a local cartage company that understands as your business evolves the need for specialized options is increasing and offers the following services to meet them. Our goal is the safety of our drivers and your cargo.

Anything outside what is described below please contact your local Air Ground Xpress representative to discuss your special needs, considerations, options and pricing.

**Business Standard Service:**

- Dock available – no touch

**Business Plus Service:**

- 1<sup>st</sup> Floor Threshold or beyond Dock
  - Threshold (out of elements): Front, Side, Rear or Garage entrance
    - Steps, Slope of Driveway will determine safety and use of 2<sup>nd</sup> man
    - AGX will not drive vehicle on Private Driveway or Lane
      - Distance and Type of Driveway or Lane will determine threshold
  - 2<sup>nd</sup> Floor or higher with no elevator
    - 2<sup>nd</sup> man required
    - Step charge if applicable
    - Shipment weight/size will determine threshold location
- One Man not to exceed 120lbs per piece or dimensional limit / girth = 108" (length x width x height)
  - Lift-Gate is applicable if no dock
- > 120lbs up to 200lbs will require a 2<sup>nd</sup> man
  - Over 200lbs please contact your local Air Ground Xpress