



## *Air Ground Xpress – Standard Operating Practices Residential Pickups & Deliveries*

Air Ground Xpress is a local cartage company that understands as your business evolves the need for residential deliveries 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.

### **Residential Standard Service:**

- One Man not to exceed 120lbs per piece or dimensional limit / girth = 108" (length x width x height)
  - Lift-Gate Included
- Threshold (out of elements): Front, Side, Rear or Garage entrance
  - Steps, Slope and Condition 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
- > 120lbs up to 200lbs will require a 2<sup>nd</sup> man
  - Over 200lbs please contact your local Air Ground Xpress representative
- Apartments:
  - 1<sup>st</sup> Floor – Descriptions above apply
  - 2<sup>nd</sup> Floor or Higher
    - If No Elevator, 2<sup>nd</sup> man required
    - Step charge if applicable
    - Shipment weight/size will determine threshold

### **Residential Plus Service (aka AGX White Glove):**

- 1<sup>st</sup> Floor Threshold only and to include unpack, dunnage/debris removal, swap product if necessary
  - Description on Standard Residential Services will also apply