



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

### **Base Residential Standard Service:**

- One Man not to exceed 120lbs per piece of actual weight or dimensional girth with no one dimension greater than 108" (dimensional weight = length x width x height divided by dim factor).
  - AGX will break down shipment when applicable to provide efficient service
    - One-piece actual weight not to exceed 75lbs will determine need for 2<sup>nd</sup> man when dimensional weight exceeds 120lbs.
  - Lift-Gate Included
- Delivery off the truck to curbside

### **Residential Threshold Service (\$10.00):**

- Including Base Residential Service
- Delivery to 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 larger than a 24' box truck on private driveway or lane
    - Distance and Type of Driveway or Lane will still determine Threshold
- > 120lbs up to 250lbs per piece will require a 2<sup>nd</sup> man
  - Over 250lbs please contact your local Air Ground Xpress representative
- Apartments/Condominiums:
  - 1<sup>st</sup> Floor Common Entrance Only – Descriptions above apply
- Including Product Exchange at time of Delivery
  - Returned Invoiced at Base Residential Rate
- ½ hour customer pre-call with valid number
  - 4 Hour Delivery Window

### **Residential Room of Choice (\$25.00):**

- Including Residential Threshold Service
- Delivery to Customer's Room of Choice
- 2<sup>nd</sup> man required for any additional floors
  - Additional charge can apply for floors beyond 1 flight of stairs (up to 12 steps)

### **Residential Room of Choice White Glove (\$30.00):**

- Including Residential Room of Choice Service
- Delivery to Customer's Room of Choice
  - Unpack and Debris Removal



**Residential Room of Choice White Glove Light Assembly (\$35.00):**

- Including Residential Room of Choice White Glove Service
- Delivery to Customer's Room of Choice
  - Unpack and Debris Removal
  - Includes Assembly time with common tools up to 15 Minutes
    - No Holes to be Drilled or Wall Hangings
    - Additional Time Charge can apply
  
- **2<sup>nd</sup> Man Service can be applicable to any service level as described**
  - **\$30.00 Per Delivery**
  - **Contact an AGX representative for any one piece over 250lbs**
- **Lift-Gate is Included on All Service Levels**
- **AGX FSC is applicable on All Transportation Charges**

**AGX Services Points from Each Core Terminal Location based on a Pre-Determined Delivery Schedule Monday – Thursday, with Friday used to accommodate necessary reschedules and special need deliveries. Please refer to the AGX Home Delivery Points Listing.**

**Contact an AGX Representative for Saturday and Sunday Special Pricing and Availability.**