

Freight Deliveries – Charges – Dimensions

Freight Deliveries

The freight dock is for Drop off and Pick-up only. There are fork trucks and freight handling equipment that are potentially dangerous in such a small space. While unloading, marking, and paying for your freight, please direct other family members (especially children) to the waiting areas, or have them stay with your vehicle until you park. Likewise, we ask that you move to a designated waiting area after completing your freight transaction.

Charlevoix

1-1/2 Hours Before Boat Departs: **Deliveries must arrive ready to ship at least 1½ hours prior to boat departure time.**

Boat at Dock: While the boat is docked, no deliveries will be accepted. After boat has departed, bring your freight to the boat dock to prepare for the next available boat.

Spring/Fall

- Delivery trucks must be unloaded prior to 10:00 a.m. Please refer to schedule since departure times often change.

Summer

- Dock opens at 7:00 a.m. After the first boat departs at 8:30 a.m., freight deliveries/pick-ups are allowed until 1:00 p.m. except on Friday and Saturday when freight is processed between 8:30 a.m. and 10:00 a.m. (there are additional runs on these days, see schedule).
- Refrigeration: Limited refrigeration space is available, carefully coordinate freight requiring inside storage or refrigeration.
- Lumber: Large deliveries that are not standard weekly deliveries should be coordinated with our office to ensure space is available. Call (231) 547-2311 to make arrangements.
- Groceries, Beer, Wine, Pop & Other Large Deliveries: Must be shrink wrapped and palletized no higher than 4 feet. Any stacks exceeding 4 feet in height must have pallet in the middle so that it can be broken in half.

Beaver Island

Returns to Charlevoix: Return merchandise, bottles, cases, pallets, carpet, building materials, etc. to

Charlevoix must be authorized by the supplier or distributor, accompanied by appropriate paperwork, labeled and coordinated with scheduled delivery day for same day pickup. Dates change seasonally, so check with them for pickup days and times.

Freight Charges

- When having items delivered, keep in mind that most shippers do not pay for shipping on the ferry, even if you paid them a delivery fee. Be sure to clarify this with your shipper to avoid delays.
- The easiest way to handle a shipment that will arrive while you are on the island or away is to pre-pay for the shipment and arrange for someone to pick it up for you. Stop by the office when you're in town, or call us with a Visa or MasterCard number. The dock personnel will ask when the shipment will arrive. We will keep the pre-payment on file until your shipment arrives.
- Building Supplies: Building supplies are charged at either a per item rate or, in the case of lumber, at a board foot rate. When ordering from the lumber yard, give the office a call and we can provide an estimate of the total freight rate to you.
- Furniture, Appliances, Soil, and Other Large Shipments: If you are expecting a large shipment, please contact us beforehand and give us contact information so further arrangements can be made as necessary when your freight arrives.

Ask in the office or dock for a list of packaging guidelines for lumber, furniture, and other large freight.

Busy Weekends

To avoid disappointment, and to help us keep on schedule, please limit holiday and midsummer weekend freight to personal and grocery items. You should hold off moving your wood stove or new furniture until mid-week or a quieter weekend. Ask dock personnel for suggestions.

Commercial and Large Freight Tips

We strive to deliver your freight in a safe and timely manner. Due to liability for damage and the cost of transport, all items must be packaged to the following standards. If the items do not meet these minimum standards, they will not be accepted for shipment until packaged appropriately, as outlined below, and returned. Please keep in mind that all shipments may be subjected to the vagaries of rough seas, inclement weather, and tides. Because of these conditions, advance notice of freight shipment is required both to arrange shipping times and payment.

The following are basic guidelines to assist you. If you have items which are not mentioned here, or you have any questions, please contact our office 231-547-2311.

All commercial, large, or unusual items must be accompanied by an invoice for security and billing purposes.

All invoices should include:

Name of consignee

Telephone number

Island address

Shipper

Contact person

Please notify us as soon as possible with these shipping details.

Freight rates vary according to the nature of the goods, including size, weight, and value (for liability issues). All freight must be loaded safely aboard our vessels, which have finite space for freight items.

This is why we encourage customers to label every item with stickers including name and phone number as items may be repackaged in order to facilitate efficient loading of our boats.

General Dimensions

- All items on wooden pallets must be securely shrink-wrapped and less than four (4) feet in height. Standard 3x4 foot pallets with side cut-outs for straps are preferred. The weight restrictions for palletized goods are 3500 pounds. This restriction allows us to use our crane, forklifts, or pallet jacks to move freight.
- Heavy individual items including but not limited to brick, stone, ceramic tile, and asphalt shingles must not exceed 4 feet in height and must be accompanied by a weight slip.
- All freight over sixteen (16) feet in length may require special handling. Separating lengths over 16 feet will allow us to expedite shipment of lengths shorter than 16 feet.
- All pallets must comply with both height and weight restrictions.
- Additional Restrictions: Lumber, Plywood, Drywall
- All lifts must be securely strapped and must not exceed 3500 pounds.
- Plywood must be securely strapped and must not exceed four (4) feet in height.
- Drywall must be securely strapped and must not exceed two (2) feet in height.
- Drywall, finish plywood, hardwood flooring, and other weather-sensitive items must be packaged to allow protection from the elements. Weather may change rapidly from sun to rain, fog, or snow between deliveries to the Island.
- All drywall should have stiffening reinforcements under the lift