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Customer Service Policies & Procedures

Category	Procedure
Lead Time	2 Business Days Minimum
Rush Delivery Charge	\$250 if less than 2 Business Days
Change Order Fees	\$500 for changing order inside 2 Business Days
Detention / Demurrage	2 Hours Free \$75/15 minutes over free time
Refused Load Fees	Full Freight Charge
No Show on CPUs	\$250 if customer does not load on day scheduled
Late Cancellation Fees	\$500 if load has been dispatched