

PACKING, SHIPPING, AND BILLING GUIDELINES

\*\*\*\*\***IMPORTANT**\*\*\*\*\*

**If our order qualifies for FREE SHIPPING use your preferred carrier but all other aspects of these guidelines still apply.**

Failure to comply with these instructions will result in a chargeback of all shipping charges for the purchase order(s).

Purchase Orders allocated by store location MUST NOT BE shipped as individual POs via small package services when the combined weight is greater than 200 lbs. These orders MUST be shipped per the freight instructions below.

**All Shipments**

1. Any shipments with unusual characteristics, please contact the buyer of the original purchase order for specific shipping instructions.
2. The Purchase Order must appear on every carton, carrier bill of lading and the invoice.
3. Cartons should be numbered and include a packing slip on the outside or inside of the carton, clearly marked "Packing slip."
4. Do Not mix purchase orders in same carton. Cartons for single POs (even multiple cartons for single POs marked 1 of ..., 2 of ..., and so on) can be packed into larger cartons for shipping.
5. It is the shipper's responsibility that all packaging complies with specified limitations regarding size and weight for the selected carrier.
6. Ship with **No Insurance and No Declared Value**. Insurance charges and excess freight charges will be charged back to you.
7. Do not pre-ship. Payment for pre-shipped merchandise will be based on the requested ship date.
8. All shipments are to be routed by the designated carrier on a "COLLECT" basis with the exception of vendors who ship F.O.B. (FREE-ON-BOARD). **Any unapproved freight and/or Handling Charges added to the invoice will be deducted by our AP before payment.**
9. Our receiving hours are 8:30 AM to 4:30 PM Monday through Friday. No appointment is needed.
10. Ship to:

Mast General Store  
200 Punkin Ctr  
Banner Elk, NC 28604

**The Ship To: Address MUST be entered into your shipping system exactly as listed above for our reporting to work correctly.  
PLEASE VERIFY BEFORE SHIPPING.**

**11. WARNING!**

- No size, style, or color substitutions accepted without prior approval from the buyer. Substitutions, overages and defective merchandise are subject to return at shipper's expense without authorization or, based on our discretion, may be accepted at a negotiated percentage off.
- Orders must be received before the cancel date indicated on the PO unless prior approval is granted by our buyer.
- Vendor must notify Mast General Store, Inc. of any price increases before shipment is made. We reserve the right to accept or refuse.
- Mast General Store, Inc. reserves the right to cancel any purchase order within 60 days of the ship date.

**Small and Non-Palletized Shipments (Up to 200 LBS Total Wt., PLEASE NO SINGLE PACKAGES OVER 70LBS)**

All small and non-palletized shipments up to 200 pounds are to be routed via FED-EX GROUND, COLLECT. PO MUST BE REFERENCED on all boxes.

**NOTE:** Shipping via the FedEx website **DOES NOT** require our account number. At the "Billing" dropdown, select "Collect". If you use a third-party shipping tool and require our FedEx account number, contact us using the info at the bottom of this guideline. The person requesting the account number must have a valid email address associated with your company.

**Shipments Over 200 LBS (MUST BE SHIPPED ON PALLETS and pallet weight must be included in weight on the bill of lading.)**

All shipments over 200 lb. should be routed via Worldwide Express. Complete the Worldwide Express Shipment Information form (second page of this document), then scan and email it to: **freightops@wwex.com**. You may also download a "fillable" copy of the WWE form from the site listed at the bottom of this page that can be completed on your computer and emailed to WWE. If the volume of shipments you must schedule merits it, you can have a portal set up so that all of your pickup scheduling is done online via a custom portal on the WWE website. To set this up, contact Daniel Mead at [daniel.mead@wwex.com](mailto:daniel.mead@wwex.com). Worldwide Express can also be reached by calling: 844-775-2469 if you need to schedule the pickup over the phone.

**PLEASE NOTE** that all accessorial charges (i.e. lift gate service) must be approved by Mast General Store. All unapproved accessorial charges will be charged back. Schedule pick-ups Monday through Friday only. **Do not mix POs on pallets.**

**Temperature Controlled (TC) Shipments**

Temperature controller shipments must first be approved by our buyer. Upon approval, please reference the "CANDY" shipping guidelines on our website: <https://www.mastgeneralstore.com/vendor-shipping-instructions>

**Invoicing**

1. Mail: Mast General Store, Inc.  
Attn: Accounts Payable  
200 Punkin Center  
Banner Elk, NC 28604
- or
- Email: [accounting@mastgeneralstore.com](mailto:accounting@mastgeneralstore.com)

2. List items on Invoice and Packing Slip in same sequence and show quantity beside size and color.
3. Under EOM dating, all merchandise received on the 25<sup>th</sup> of the month or thereafter will be considered to have been received in the following month.
4. The Mast General Store, Inc pays from invoices only. Payments due dates shall be deemed extended without loss of discount until invoice is received.

If you have any questions regarding these instructions, please direct them to Scotty Dalton ([scotty@mastgeneralstore.com](mailto:scotty@mastgeneralstore.com)) or David Cliett ([dave@mastgeneralstore.com](mailto:dave@mastgeneralstore.com)).

You can check for updates to this guideline by visiting our website: <https://www.mastgeneralstore.com/vendor-shipping-instructions>

WORLDWIDE EXPRESS SHIPPING FORM

Complete this form and email to: [freightops@wwex.com](mailto:freightops@wwex.com)

Note: A "fillable" version of this form can be downloaded at:  
<https://www.mastgeneralstore.com/vendor-shipping-instructions>

Shipment Information	
Mast General Store Account Number	<b>W933797866</b>
Shipment Type:	<b>Domestic</b>
Pickup / Origin Information:	Company Name:  Address:  City/State/Zip:  Contact Name and Phone Number:  Pickup Date: _____ Ready Time / Close Time: _____ / _____
Shipper's E-Mail Address:	_____ @ _____
Destination Address:	Company Name: <b><i>Mast General Store</i></b>  c/o (if applicable):  Address: <b><i>200 Punkin Ctr</i></b>  City/State/Zip: <b><i>Banner Elk, NC 28604</i></b>  Contact Name and Phone Number: <b><i>Scotty Dalton, 828-963-6511</i></b>
PO / Reference Number(s):	
Special Instructions: Pickup/Delivery/Handling	
Commodity:	
Shipment Details:	Number of Handling Units (Pallet, Skids, Etc.) and DIMS:  Units: _____ Unit DIMs: L _____ W _____ H _____  Number of pieces for all Handling Units (Boxes, crates, etc.): _____  Total Weight of Shipment (in Pounds) _____ Class and/or NMFC # _____ Weight must include pallet weight.