

Will Call Pickup Policy & Terms

1. Appointment Requirement

- All Will Call pickups at NEXGEN warehouse locations are by appointment only.
- Customers must schedule pickup appointments with NEXGEN Logistics a minimum of 48 hours in advance, unless otherwise approved by NEXGEN.
- Trucks arriving without a confirmed appointment may be refused or rescheduled at NEXGEN's discretion.

2. Customer Responsibility for Transportation

All Will Call orders are customer-arranged transportation.

The customer is solely responsible for:

- Carrier selection
- Transportation scheduling
- Freight charges
- Driver compliance with warehouse procedures

Title and risk of loss transfer to the customer once the product is loaded onto the carrier's vehicle.

3. Required Carrier Information

Customers must provide the following carrier information prior to pickup:

- Carrier / Trucking Company Name
- USDOT Number or MC Number (Motor Carrier Authority)
- Driver Name
- Driver Phone Number
- Tractor Number
- Trailer Number
- Estimated Time of Arrival (ETA)

This information is required so NEXGEN can properly prepare the Bill of Lading (BOL) and internal Logistics Order. All carriers must have active operating authority and insurance in accordance with applicable federal and state regulations.

NEXGEN reserves the right to verify carrier credentials and may refuse loading to any carrier that cannot provide valid DOT or MC identification.

Failure to provide the required carrier information in advance may result in pickup delays or rescheduling.

4. Arrival and Check-In

Drivers must check in with warehouse personnel upon arrival and provide:

- Order number or reference number
- Carrier identification
- Driver identification if requested
- Driver must have BOL & LO in hand upon arrival.

Drivers must follow all warehouse safety and loading procedures.

Failure to comply may result in refusal of service and removal from the facility.

5. Loading Procedures

NEXGEN warehouse personnel will load material onto the designated carrier vehicle.

Drivers are responsible for verifying:

- Correct product
- Quantities loaded
- Load securement before leaving the facility

Once the driver signs the Bill of Lading (BOL), the shipment is considered accepted in full and in good condition.

6. Detention and Accessorial Charges

NEXGEN will make reasonable efforts to load trucks within the scheduled appointment window.

However: **NEXGEN** is not responsible for detention, waiting time, layover charges, truck order-not-used (TONU), or any other carrier accessorial charges related to Will Call pickups.

7. Late Arrivals

Trucks arriving outside their scheduled appointment window may be:

- Rescheduled to the next available loading time, or
- Required to schedule a new pickup appointment.

Repeated missed appointments may result in revocation of Will Call privileges.

8. Product Verification

Customers and carriers are responsible for verifying quantities and product condition prior to leaving the facility.

Claims for:

- Product shortages
- Incorrect quantities
- Visible damage



Must be reported at the time of pickup while driver is on site so that we can make corrections timely. In the case of a shortage, the customer can choose to accept a warehouse notation of the shortage on the BOL or reschedule the pick up at the their own expense.

NEXGEN will not be responsible for shortages or damages not noted at pickup.

9. Safety Requirements

All drivers must comply with NEXGEN warehouse safety rules, including:

- Following posted speed limits
- Wearing required PPE if applicable
- Remaining in designated loading areas

Drivers who violate safety rules may be removed from the facility.

10. Refusal of Service

NEXGEN reserves the right to refuse loading if:

- The truck or trailer is unsafe
- The driver fails to comply with safety procedures
- The carrier lacks proper documentation
- The pickup does not have a scheduled appointment

11. Agreement to Terms

By scheduling a Will Call pickup or dispatching a carrier to a NEXGEN facility, the customer and carrier acknowledge and agree to comply with this Will Call Pickup Policy.

12. Scheduling Pickup Appointments

Please Contact:

- Phone: (727)620-3334
- Email: logistics@nexgenbp.com

Printed Name (Customer / Carrier Representative) _____

Signature _____

Date _____