

# Garnet Hill Drop Ship Routing Guide

Drop Ship vendors must use our preferred carriers. In unique circumstances, Garnet Hill may allow exceptions based on final transportation rates. Written approval of exceptions is required and failure to comply will result in a compliance chargeback.

## Small / Parcel Shipments

Total order weight is less than 400 lbs and:

- Each carton does not exceed 150 lbs actual weight
- Each carton does not exceed 165 inches Length plus Girth (L+G) (see [http://www.ups.com/content/us/en/resources/ship/packaging/weight\\_size.html](http://www.ups.com/content/us/en/resources/ship/packaging/weight_size.html) for details on how to calculate)
- Each carton's Length (longest side) does not exceed 108 inches

*Route through **UPS (United Parcel Service)** via the Ground service.*

<u>Carrier Name</u>	<u>Carrier Phone Number</u>	<u>Website/Email</u>	<u>Billing Information</u>
<b>UPS</b>	<b>800-PICK-UPS</b>	<a href="http://www.ups.com">www.ups.com</a>	<b>3rd Party # F336A7</b>

**UPS Third Party Address:** Garnet Hill  
231 MAIN ST  
FRANCONIA, NH 03580

**\*Under no circumstances should any order be shipped UPS Freight**

**\*We require the Garnet Hill Order Number be entered in the Reference field #1.**

**Large / Motor Freight Shipments** – (Greater than 150 lbs, total order greater than 400 lbs, or dims exceeding UPSable)

Please email the customer's name, Order number, and weights and dimensions to the below address to request a pick up via trucking company.

[dropshiphelp@garnethill.com](mailto:dropshiphelp@garnethill.com)

**\*Please note: Same day pick up is not guaranteed.**

## **Returns**

Garnet Hill requires all returns be sent back to the Drop Ship vendor.

**If you have any questions about drop ship routing, please contact a Transportation Specialist at: [dropshiphelp@garnethill.com](mailto:dropshiphelp@garnethill.com); [routing@cornerstonebrands.com](mailto:routing@cornerstonebrands.com)**

