



## Titan USA Blue @ Ground FAQ

Titan USA is pleased to offer you our **Blue @ Ground Shipping Program**. Your eligible Titan orders will **automatically be upgraded to ship 2nd Day Air service** yet will be billed at the Ground rate.

### Terms & Conditions to qualify for the automatic upgrade:

- Package must be shipping within the United States
- Package must have transit time of 3 days or more from the Titan, West Springfield, MA warehouse
- Order must be billed as Pre-Pay and Add

*Please contact your local authorized Titan distributor to place your order.*

### Frequently Asked Questions:

**Q: Transit time to my location is less than 3 days from the Titan warehouse. Does my order qualify for the upgrade?**

**A:** No. Shipments that normally take one or two days transit time from Titan, West Springfield, MA, via Ground Service will not be upgraded and are excluded from this program.

**Q: Are expedited services included in this program?**

**A:** No. All expedited services including overnight, early a.m. and weekend deliveries are excluded from this program.

**Q: Do I need to mark my purchase order with any special codes to get the upgrade to 2nd Day Air Service?**

**A:** No. All eligible orders meeting the terms and conditions as outlined above will automatically be upgraded to 2nd Day Air Service and billed at Ground Rates.

**Q: Are all authorized Titan U.S. distributors eligible for this program?**

**A:** Yes. This program is offered to all of our authorized U.S. based distributors. Titan does not sell direct to end-users.

**Q: Are orders designated as 3-Day Select shipping able to be upgraded to the 2nd Day program?**

**A:** Yes. All eligible 3-Day Select orders will be upgraded to the 2nd Day Air service and billed at the Ground service rate.

**Q: How will my back order ship?**

**A:** All eligible orders (including back orders) will ship 2nd Day Air at the Ground service rate unless a different service is specified.



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**Q: What if I want my back order to be shipped via an expedited shipping service?**

**A:** If you give us specific instructions to ship your back order via an expedited service, the order will be delivered and billed at the expedited rates. Expedited services are not included in the 2-Day @ Ground program.

**Q: What if I want my order shipped via an expedited service?**

**A:** Mark your order with the specific expedited service details. The order will be delivered and billed at the normal expedited service rates.

**Q: Can I use my freight collect account number instead of using Pre Pay & Add to get the upgrade?**

**A:** No. All freight collect orders will be delivered as instructed on the purchase order and billed accordingly.

**Q: I want a shipment sent 2nd Day Air, but I am within two days of a Ground transit time for delivery from Titan USA.**

**A:** This is considered an expedited service. If you instruct us to ship UPS 2nd Day Air, the package will be billed at normal rates. Our goal is to get the tools to our customers by the 2nd day anywhere in the country. While we understand that standard one & two day Ground service is not guaranteed, the norm is for the package to arrive on time. Major national carriers such as UPS and Fed Ex have exceptional on-time delivery rates for ground packages.

**Q: Is this program offered in Canada, Mexico, or internationally?**

**A:** The program is currently limited to U.S. domestic shipments only

**Important:** If a purchase order is sent with disqualifying instructions, Titan USA will not upgrade the package. Please make sure that you familiarize yourself with the program to take full advantage of this offer. No refunds, credits, or adjustments for shipping costs will be made once the order has been fully processed and packaged.