

Shipping FAQ

What type of shipping do you do?

We handle air, ocean, and inland ground shipments from small to large.

Where do you ship to and from?

Generally, our shipments can be from anywhere to anywhere. Our main shipping points are China to USA and Europe, USA to Europe and Canada, and from Latin America to USA.

What makes your shipping unique?

Aside from other small differences, we have three main distinctions in the way we do things:

- 1) We consolidate loads when we can. This saves you money and gives us more flexibility.*
- 2) We are the shipper and the receiver. With offices and legal business entities in our shipping locations, we can leverage cheaper rates and handle all the export and import procedures for you. This save you time and money. **YOU DO NOT NEED CUSTOMS BOND, CLEARING AGENT, OR IMPORT KNOWLEDGE!***
- 3) We have “boots on the ground” in the main locations of service, assuring that we have our own crew handling the shipments. Better leveraged rates, less mistakes, more care for your goods.*

Who handles the import and clearing?

We do! Whether by air or ocean, we handle it all. We act as the legal guardian of your products from export to import, so the goods are handled in our name. This allows us to consolidate, but it also means that you don't need a customs broker, an import bond, etc. We handle it all. We quote your shipments aside from duties and random inspection charges, then once we are billed for those we just pass the charges on to you at exact rates. Super easy.

Where do the goods get shipped to?

Since we usually consolidate goods to offer better pricing, the goods usually come to us. We then split the loads up by customer and inspect for damage curing transport and then follow your instructions for the goods at that point. Once the goods land at our dock, the shipment portion of the process is over and we can then act as an FBA prep center, 3PL shipper, or warehouse your goods.

How long does shipping take?

Generally speaking, The lead time is this:

Air express to FBA or Hickory Flats – 4-7 days

Air freight to Hickory Flats – 8-12 days

Ocean freight – Approx 40 days from port to HF dock (includes time for clearing and inland freight).

Are there ever shipping delays?

It would be nice to say no.... but yes there are. The most common are port handling delays and random port inspections, which we have no control over. These segments of the journey are completely out of our hands, although we know how to push things as much as we can with our clearing and customs teams. Other factors like weather, labor strikes, or crazy situations can of course happen but are SUPER rare.

Where do we have our goods delivered to in China for you to ship on our behalf?

Generally speaking, you don't! Part of our strength is that we communicate directly with your supplier in China to arrange pickup and documentation after confirmation of shipping service. Because we have multiple ship-from points and consolidation locations, each shipment may be different. So just let us handle that.

Can you handle shipments direct to FBA?

Generally speaking, the only way to ship straight to FBA is via air express, which is the most expensive manner of shipping. For consolidated loads, air freight, or any ocean, we must collect the goods after import process and then reship to FBA for you. Our service is essentially door to door for you, but we must handle the goods ourselves in the USA. This is GREAT for our clients as it means we will inspect the packages and make sure all shipments are compliant with FBA requirements.

Once the goods land on your dock, who sets up the Amazon shipment?

We prefer to. You grant us User Permissions into your account just for your shipments, and we set it up for you. We do this every day and can make sure to get the cheapest Amazon Partner Carrier options by bundling cases, or shipping via LTL on pallets. In addition, our experienced staff makes sure that the shipments are all handled in complete FBA compliance and labelled correctly, assuring protection for your account and eliminating unnecessary delays caused by mistakes.

Can you give us standard rates?

Nope. Not possible. Rates via every method of shipping change around every 24 hours. We take your shipment info and generate a quote with various airlines and shipping lines which are generally locked in for 7 days from time of quote. After the 7 days have passed, the quote is no longer valid and new rates

will be calculated. If you see somebody advertising a standard rate, it is ether inaccurate or higher than it needs to be to allow for fluctuations...

How do we get started?

You can use our form on our website to enter your shipment info and get a quote, or email us at sales@hickory-flats.com with your shipment info to get started.