



CTI Technical Information Bulletin

April 8, 2009

We realize that many of your customers have questions regarding shipping rates and delivery times, so we have created the attached table for your convenience. This table has a breakdown of the shipping rates for major cities along with an illustration showing the travel time (in business days) for ground shipping. The rates listed are base shipping rates for ground delivery, 2-day air, and 3-day air along with all overnight options; overnight guaranteed by 10:30 AM and overnight delivery by the end of the day (typically by 3:00 PM).

It is important to understand that these are base shipping rates to major metropolitan areas and should not be used as exact rate quotes for customers. Instead, it can be used as a guide for customers who are interested in an expedited delivery but are concerned with shipping costs. You will find these rates will increase (typically not more than a couple of dollars) as you move farther from the city center. Often customers will be satisfied with just a 'ball-park' cost estimate.

There are two shipping options for overnight delivery, but many rural areas may not have a 10:30 AM delivery option, so please contact the Ceres Turf, Inc office for exact delivery times. While the delivery times for Fed Ex are guaranteed, they are subject to weather delays without refund [FedEx rules]. For instance, although the weather in the delivery city might be clear, severe weather in another part of the country can delay a flight, causing a delivery delay. Fed Ex does not refund any late deliveries caused by severe weather.

Ground shipping is always the least expensive option, and the attached map shows the travel times (in business days) for ground delivery. Fed Ex does a good job of delivering packages according to the ground shipping map, but these travel times are *not* guaranteed. If a customer is concerned about delivery times, then it can be worth the extra cost for a guaranteed 2-day or 3-day delivery.

Please keep in mind that we always offer free ground shipping on any order over \$800. If a customer places an order over \$800 but needs an expedited delivery, we will charge the difference between the expedited delivery method and the ground shipping rate. As always, if there are any questions our office will be happy to assist you.

'Saturday Delivery' is *only available in major metropolitan cities*. It is generally *more expensive* than "Next Day, by 10:30 AM". Saturday Deliveries are *not* guaranteed by any specific time so it is often best to ship them to the clubhouse if no one will be at the maintenance office the entire day. In an emergency we can ship to a location, such as a large hotel, in the closest big city for someone to pick up. It is very important to get any 'expedited' order into CTI as early as possible in the day since the delivery options are subject to the Federal Express air freight schedule. Just as a passenger must allow as much time as possible to make a connection, the same is true with expedited time shipments.

Robert Whiteside,
Packaging and Shipping Manager



Ceres Turf, Inc.

All destinations within the same block have the same shipping cost. Amounts shown are the total dollar amounts that would be added to the dealer/distributor invoice.

Destination	Shipping method	5 lb Package	10 lb Package	20 lb Package	30 lb Package	50 lb Package
Atlanta, GA						
Birmingham, Al						
Cincinnati, OH						
Columbus, OH						
Indianapolis, IN	Ground	\$14	\$14	\$16	\$20	\$26
Jacksonville, FL	2-day	\$22	\$28	\$40	\$51	\$73
Knoxville, TN	3-day	\$19	\$25	\$35	\$45	\$65
Miami, FL	Overnight by 10:30 / EOD	\$56 / \$50	\$73 / \$66	\$104 / \$97	\$130 / \$123	\$183 / \$178
New York, NY	(EOD = by End of Day)					
Orlando, FL						
Philadelphia, PA						
Pittsburgh, PA						
Tampa, FL						

Charlotte, NC						
Columbia, SC	Ground	\$13	\$14	\$16	\$19	\$23
Greensboro, NC	2-day	\$21	\$24	\$33	\$41	\$60
Greenville, SC	3-day	\$18	\$23	\$30	\$39	\$55
Richmond, VA	Overnight by 10:30 / EOD	\$41 / \$36	\$48 / \$42	\$67 / \$56	\$80 / \$67	\$116 / \$94
Roanoke, VA						

	Ground	\$13	\$14	\$15	\$17	\$20
Charleston, SC	2-day	\$19	\$22	\$29	\$36	\$51
Raleigh, NC	3-day	\$18	\$20	\$26	\$33	\$45
	Overnight by 10:30 / EOD	\$33 / \$29	\$37 / \$33	\$50 / \$42	\$60 / \$51	\$85 / \$70

Chicago, IL	Ground	\$14	\$15	\$18	\$22	\$30
Little Rock, AR	2-day	\$26	\$35	\$52	\$69	\$98
Memphis, TN	3-day	\$21	\$28	\$40	\$53	\$77
New Orleans, LA	Overnight by 10:30 / EOD	\$60 / \$54	\$80 / \$72	\$112 / \$105	\$140 / \$130	\$198 / \$190

Los Angeles, CA						
Phoenix, AZ	Ground	\$16	\$18	\$26	\$34	\$47
Salt Lake City, UT	2-day	\$36	\$53	\$82	\$87	\$169
San Francisco, CA	3-day	\$30	\$43	\$65	\$111	\$131
Seattle, WA	Overnight by 10:30 / EOD	\$69 / \$61	\$93 / \$82	\$130 / \$120	\$159 / \$150	\$225 / \$214
Spokane, WA						



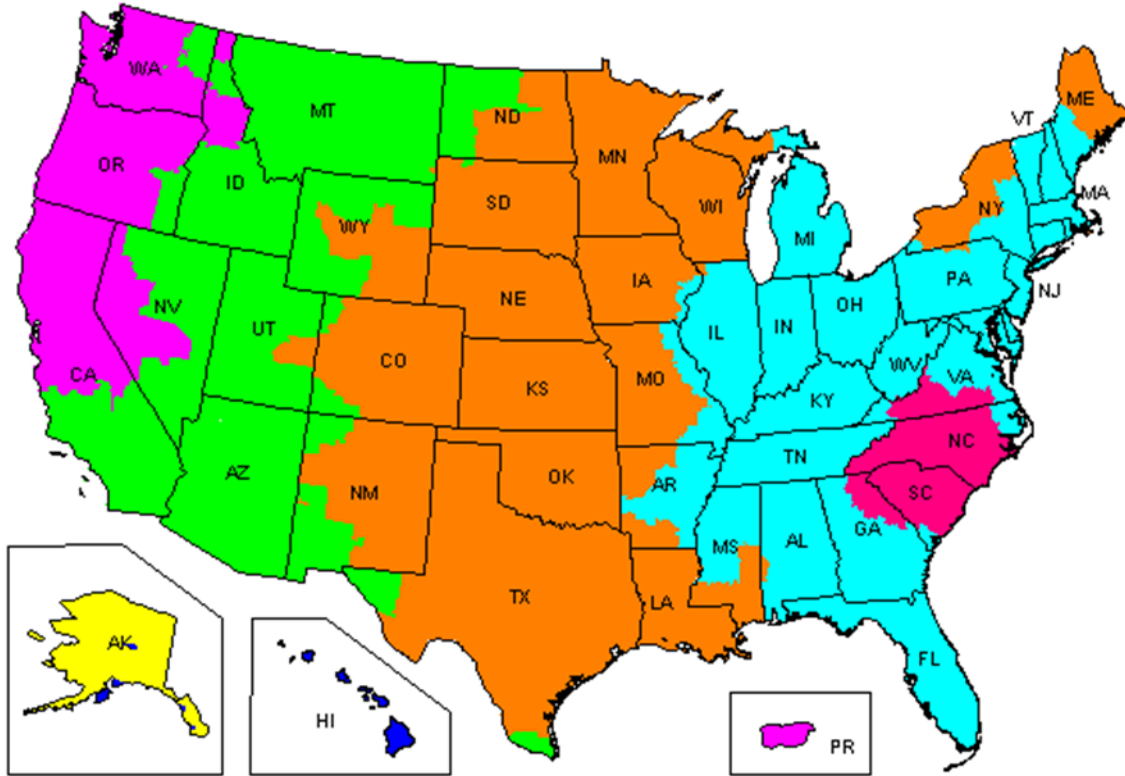
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Dallas, TX	Ground	\$15	\$16	\$20	\$26	\$35
Houston, TX	2-day	\$33	\$48	\$76	\$101	\$154
Oklahoma City, OK	3-day	\$26	\$35	\$52	\$70	\$105
	Overnight by 10:30 / EOD	\$66 / \$58	\$88 / \$78	\$121 / \$112	\$150 / \$139	\$213 / \$203

	Ground	\$14	\$16	\$23	\$30	\$41
Albuquerque, NM	2-day	\$34	\$51	\$80	\$108	\$162
Denver, CO	3-day	\$26	\$38	\$58	\$77	\$115
	Overnight by 10:30 / EOD	\$67 / \$60	\$90 / \$80	\$125 / \$116	\$153 / \$145	\$222 / \$206



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■ 1 Day ■ 2 Days ■ 3 Days ■ 4 Days ■ 5 Days ■ 6 Days ■ 7+ Days