

# Equipment Removal, Shipping, Receiving and Storage Policy

<b>Confidentiality:</b>	Expedient Employees and Clients	<b>Document Name:</b>	Equipment Removal, Shipping, Receiving and Storage Policy
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## Overview

This policy and the accompanying procedures will be used to ensure that all equipment removal, shipping, receiving, and limited short term storage requests from Clients are processed and tracked in a consistent manner in the best interest of all parties for security purposes and proper handling.

## Scheduling Shipments To and From Expedient Data Centers

Inbound and outbound shipments may be scheduled by Clients through the Support Management Console (SMC) at <https://support.expedient.com> or by calling the Expedient Operations Support Center (OSC) at **888-227-9400**.

All outbound shipping from Expedient facilities must be scheduled one (1) business day in advance through the SMC or by phone through the OSC. Clients must communicate all

specifics in writing and prepare parcels for shipment. Expedient does not provide packing services or packing material.

All inbound shipments sent to an Expedient data center must be scheduled at least one (1) business day in advance through the Expedient SMC or by phone through the OSC. Unscheduled shipments may be declined at the discretion of on-site personnel based on factors such as size, timing, storage capacity, safety considerations, and other operational impacts.

In cases where shipments are expected outside of standard business hours (Monday–Friday, 7:00 AM–7:00 PM local time), Clients are encouraged to contact the OSC by phone to coordinate delivery or pickup. Expedient will make reasonable efforts to accommodate such requests, and escalation to a supervisor may be needed depending on timing or circumstances. Should your shipper require Expedient contact information for the shipment, provide them with the following:

- Operations Support Center / 888-227-9400 / [operations-support@expedient.com](mailto:operations-support@expedient.com)
- [Data Center Address List](#)

### **Receiving Inbound Client Shipments**

To ensure timely delivery, every shipment must be clearly labeled with the Client's company name, a unique identifier, and—highly recommended—the number of the ticket submitted through the OSC or SMC that corresponds with the shipment. Unidentified or improperly labeled shipments may be refused or returned at the Client's expense for the reasons previously identified above. Clients must ensure that their carriers are aware that shipments should be delivered to and retrieved from the facility's designated shipping/receiving areas, unless otherwise coordinated. Clients are also permitted to bring packages themselves.

Expedient may visually and/or physically inspect shipments upon arrival. Serial numbers for equipment valued over \$1,000 may be recorded if visible. Clients should make sure serial numbers on their equipment are accessible prior to final packaging, as boxes may be sealed after verification. Expedient assumes no responsibility for damage to or loss of any equipment during shipment or packaging.

Expedient does not provide packing services or materials, but moving equipment such as dollies and hand trucks will be available. The entire shipment received must be collected in the same visit; no part of a retrieved shipment may be returned to storage.

Packing materials, including boxes, are prohibited from being stored in computer room areas for fire safety reasons. Expedient also prohibits the acceptance of hazardous materials, including liquids and combustibles. Damaged shipments may be accepted or refused at Expedient's discretion, and such incidents will be documented and communicated to the Client.

Unpacking should occur in the loading and storage areas, or staging areas where

available, to limit cardboard particulates from circulating through the air.

For unanticipated shipment delays, Clients are requested to notify Expedient to extend or cancel the scheduled receipt date. Expedient Remote Hands services are available for an additional fee to assist with equipment handling or installation upon consultation.

### **Limited Short-Term Storage of Received Client Shipments at Expedient Data Centers**

Expedient shipping areas were designed for just-in-time shipping arrangements, meaning there is limited space for storage. Expedient will store a Client's received deliveries for up to five (5) business days after they've been notified of the delivery. If the delivery hasn't been retrieved after that time, Expedient will contact the Client and attempt to make arrangements for retrieval. If no acceptable arrangements can be made, Expedient may have to return the delivery to the address of origination at the Client's expense or begin charging storage fees at their discretion for each day beyond five (5) if further delay will inhibit storage for other Clients. Expedient regrets that it cannot provide long-term storage due to space constraints and security policies.

### **Shipping/Receiving Pre-Populated Cabinets**

When shipping a cabinet loaded with equipment to/from an Expedient data center, all standard shipping and receiving guidelines must be followed without exception. In addition, Clients are required to purchase any available "Inside White Glove Delivery" service from the selected shipping carrier. This white glove service ensures proper handling and delivery of equipment that Expedient does not provide as part of its Remote Hands handling and installation.

The chosen shipping company is responsible for (all during a single visit):

- Unpacking the equipment
- Removal and disposal of all shipping materials
- Performing inside delivery directly to the designated rack space on the floor

Expedient staff will assist by escorting visitors delivering shipments through secure doors, directing them to the appropriate destination, and connecting power under the floor (typically scheduled later following consultation). We strongly recommend that a Client representative be onsite during the delivery to oversee the process and address any immediate concerns. Any cabinet shipment exceeding 1500 lbs. will require that a site survey be completed by our engineering team prior to being shipped to an Expedient data center, which can be arranged through the OSC. Expedient reserves the right to reject a shipment if any of the above criteria has not been met.

**Clients intending to ship fully loaded cabinets off the data center premises are**

**responsible for coordinating white glove service directly with their chosen shipping vendor. Expedient assumes no responsibility for the removal of such equipment.**

### **Removing Equipment from Expedient Data Centers**

Expedient requires that removal of equipment that was not brought in the same day have a valid service request (ticket) submitted at least one (1) business day (Monday – Friday) in advance and be notated with the quantity and description of the items to be removed. All items, whether loaded to a truck from the dock or hand carried from the lobby, must be verified with OSC personnel including, but not limited to documentation of quantity, make, type, model, serial number and any other identifiable information. Expedient management approval may also be required pursuant to the facility security policy.

### **Shipping/Receiving for Clients in Third-Party Hybrid Data Centers**

Expedient Clients with equipment collocated in Third-Party Hybrid Facilities (not listed on the data center address list above) must coordinate all inbound and outbound shipments through Expedient prior to arranging delivery or pickup. Expedient will assist in communicating with the facility as necessary and will provide further instructions for properly labeling and scheduling shipments to prevent refused or delayed deliveries.

This process is designed to ensure that Client equipment is handled securely, complies with applicable facility policies, and maintains the continuity and accountability of shipped assets at any location.