Last Updated: June 23, 2026

Protocol for Shipments

Transmacro Amenities makes every reasonable effort to ascertain that our amenity products reach you in a timely manner and in good condition. The following shipping protocol outlines pertinent details. You are kindly requested to refer to this document for relevant information to avoid misunderstandings, unnecessary problems, and disappointment.

Common Shipping Conditions

• Our amenity products are delivered Freight Prepaid to your location. All prices on our shopping cart and on price lists include standard shipping costs but exclude local, state, or federal taxes. We ship to physical street addresses only. No overnight or second-business day deliveries unless you specify this with extra cost for your account.
• We use common carriers for truckload and LTL shipments. Usually, we expedite non-palletized items under 10 cases per single consignment via UPS Ground or FedEx.

Procedures for Inspecting Products upon Receipt

• The customer is responsible for checking all shipments arriving upon delivery. Shipping documents (e.g., bill of lading) accompanying the cargo should not be signed, nor should you receive the cargo before a thorough and satisfactory inspection of the products and the packaging is completed.
• Report missing, tampered with, or otherwise damaged products or packaging
  ◦ Indicate the nature of the problem on the shipping document
  ◦ Keep a signed copy of this document with your notes
  ◦ Promptly call or email Transmacro Amenities upon delivery if there is any problem. Contact fmercado@transmacroamenities.com or (800) 432-7627

Provide descriptive images of the claimed products and their corresponding packaging.

We are unable to process a claim unless shortages and/or damages are noted on the accompanying shipping document at the time of delivery. Claims must be reported to us with substantiating documentation and descriptive pictures no later than ten (10) calendar days after the claimed items were delivered. Please make the damaged products and the corresponding corrugated case materials available until we have reviewed the claim and resolved the issue.

Product Availability and Delivery Time

• All amenity products in our Memphis, TN inventory stock are typically shipped within one business day after receipt of your order.
• Since we rely on common carrier transportation, we are unable to guarantee specific delivery dates. We can provide only approximate arrival (ETA) estimates. Typical transit times for direct shipments average approximately three to eight business days, depending on your location.
• Transmacro Amenities is not responsible for carrier delays, weather disruptions, labor strikes, or circumstances out of our control.

Extra Delivery Costs

We may charge extra costs invoiced by our carrier as follows:

• Your location is not easily accessible in a business area.
• Your facility does not have the required equipment and/or labor to receive and unload cargo on pallets. Please inform us about your receiving conditions when ordering.
• Refused order deliveries and missed appointments.
• Charges caused by the need to redeliver and/or store products you ordered.

Clarification

We ship to locations in the contiguous United States only.

Please contact us with any questions or delivery concerns:

Transmacro Amenities
Email: contact@transmacroamenities.com
Phone: (800) 432-7627
9595 Six Pines Dr., The Woodlands, TX 77380

We may amend this document from time to time. Please check for updates on this site.