**Shipping and Customer Support FAQ.**

**What are the different modes of transportation available for shipping goods?**

* The main modes of transportation include road (trucking), rail, air, and sea (ocean freight).

**What are the different trailer types used for with Semi trucks?**

* Dry Van Trailers, Reefer Trailers, Flat and Step decks
* **Specialized Trailers;** Lowboy, Double Drop, Conestoga Trailers, Removeable Gooseneck (RGN)

**What is the difference between LTL (Less Than Truckload) and FTL (Full Truckload) shipping?**

* LTL shipping involves sharing space on a truck with other shippers, while FTL shipping utilizes the entire truck for a single shipment.
* LTL Shipments tend to be non rushed shipments, as trucks need to unload and sometimes reload at different locations along their route.

**What is the difference between a load broker and common carrier?**

* A **Load Broker** is the middleman between the customer and the carrier, we have access to many types of carriers, trailers (van, reefer, flat or step deck, heavy or over sized)
* A **Common Carrier** is an individual or company that owns transportation equipment and works directly with the customer

**What factors influence shipping costs?**

* Shipping costs are influenced by many factors such as distance, weight, size, shipment type, and fuel.

**How can I request a freight quote for my shipment?**

* You can request a freight quote by emailing [kristen@longroadlogistics.ca](mailto:kristen@longroadlogistics.ca) or ops@longroadlogistics.ca and our team of experts will be happy to assist you. They will ask you some important questions to help identify details such as origin and destination, weight, dimensions, and any special requirements.

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