



## CASE STUDY



# How AirFreight.com

**SAVED THE FARM BY SOLVING A MAJOR SHIPPING DELAY**

## AirFreight.com Overview

AirFreight.com is a logistics company that specializes in airborne and ground deliveries. Our company was founded in 2006 and has helped hundreds of businesses efficiently transport and deliver products.

AirFreight.com ships by both air and ground, which allows us to carry out a delivery in the U.S. or Canada within just hours. We utilize numerous cargo airline and ground transportation services, ensuring each one has the capacity and resources to transport a wide variety of shipment sizes securely. Real-time tracking technology helps reduce or prevent delays while also pinpointing the exact location of shipments.

We know that delays and shipping emergencies happen. We take a proactive approach to unexpected delays that can arise with ground shipments. By analyzing the traffic patterns, weather reports, and maps of each potential route, we can select the quickest, most efficient way to make a delivery. And if any issues arise, we've always got a backup route.



## THE PROBLEM

### A driver shortage led to a delayed shipment emergency

Together at First Light Farm is an artisanal farm in Roberts, Montana, that's known for its sustainable farming practices. It grows nearly 40 different non-GMO, organic vegetables and herbs without the use of dangerous pesticides, giving customers subscription-based and nonsubscription access to its produce. The farm is also known for its philanthropic efforts, matching every dollar that's donated to help feed community members unable to afford produce subscriptions.

Together at First Light Farm owners Tim and Karen Shaye had a serious shipping emergency. The couple reached out to AirFreight.com after discovering the company through an online search. Tim was panicking—he was waiting on an important delivery of plants that had been transported using XPO Logistics. The perishable items had been shipped from Florida, but they were stuck in Georgia due to a shortage of available drivers. After expecting the delivery to be made in just three days, the freight had been delayed for a full week. Now, Karen and Tim were told by XPO Logistics that they would have to wait another week or two for the shipment to arrive.





## THE SOLUTION

### One dedicated AirFreight.com driver saved the shipment

Luckily, AirFreight.com expeditor Todd Anderson answered Tim's desperate call and understood the gravity of his situation. Because the shipment delay was much longer than expected, the plants he was expecting were starting to rot and die in their shipping containers. Up to 90 percent of the valuable freight could have been lost if it didn't arrive at Tim and Karen's farm as soon as possible.

Thankfully, we had the answer. After assessing the shipment size and length of the previous delays, we suggested using a cost-effective sprinter van to pick up the important cargo. We promised the small farm that the driver would remain on the road nonstop until the delivery had been made. After quoting Tim and Karen an agreed-upon price, AirFreight.com went to work to pick up the shipment.

Tim was not only impressed with the speed of the solution, but he also appreciated his communication with a single point of contact. He was able to reach us directly at any time for updates on the status of his shipment.

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## THE RESULTS

### **“You literally saved the farm!”**

Tim and Karen faced a potential loss of up to 90 percent of their plants using XPO Logistics. After switching to AirFreight.com, Together at First Light Farm ended up saving 90 percent of its cargo, with a loss of only 10 percent. The shipment even arrived a few hours earlier than expected.

Unfortunately, terminal recovery situations like this one are growing increasingly common across the country. The U.S. is facing a significant shortage of transportation drivers, even though massive amounts of freight still need to be moved from one location to another. This is especially common among less-than-truckload (LTL) carriers who frequently make customers promises about important deadlines that they're unable to meet. Because these types of shipping services don't technically guarantee arrival times, small businesses are forced to accept late shipments, often sacrificing valuable resources and relationships.





## THE FUTURE

**“If we ever run into this situation again,  
you’ll be our first call!”**

AirFreight.com's fast solution, quick pickup, and ahead-of-schedule delivery truly saved Together at First Light Farm, a well-known and valuable part of its community. The farm owners were extremely grateful, promising us that we will be the first company they will call if a similar problem arises in the future.

Regardless of your freight's deadline, we're here to help both small and large businesses get their shipments on time.

With 24/7/365 support; one-on-one, single-point contact; and tracking updates, AirFreight.com is the only reliable solution for emergency shipments that need to be delivered fast.

**CONTACT US TODAY FOR A FREE QUOTE**

