

We ship to the 48 Continental United States. Shipping to Canada is more involved, it can be arranged, by telephone.

Shipping heavy freight (generally anything more than 150 pounds ) will be shipped with a freight carrier. There are many carriers, some **Regional** and some **National**.

There are many variables that go into choosing a company to deliver freight items to you.

- Delivery Location
- Type of Freight You are buying
- Size and Weight
- Business Delivery
- Home Delivery
- Unloading
- Accessible property
- Service and Handling

If you have never received a freight delivery, these are some things you should be aware of:

- Customer pickups at a freight terminal near you

(This service is free, and is a common way of saving home delivery lift gate fees)

- Freight Carriers normally deliver to commercial businesses that receive freight regularly. Carriers do not call ahead to announce a delivery. They arrive and expect to be unloaded by the consignee.
- When receiving freight, consignees must be prepared to off load their freight from the back of the truck. Commercial businesses normally have fork lifts or loading docks the trucker can back up to.
- Residential or home deliveries are generally out of commercial areas and require appointments, extra time, and planning for freight carriers. Most home owners do not have the equipment to off load their own freight. Freight carriers are only responsible for getting the delivery to the rear of the truck for unloading. Without equipment to off load, it is necessary to request a lift gate delivery. ***When receiving a home delivery, your shipment will not be delivered until the freight carrier calls you to schedule a delivery appointment.***

- Lift gate service delivery sometimes can take an extra day or two for the carrier to assign a truck with a lift gate due to availability.
- All freight shipments are issued a PRO # or Tracking #. At the time of shipping we will send customer the following information by email: the shipping carrier website, the tracking or pro #, the address, phone, and email of the delivering terminal in your area. You may also contact them.
- Freight carriers charge additional fees for the following services. These extra services are not included in the "Free Shipping" mentioned on our website.

Appointment Request

Construction Site Delivery

Inside Delivery

Lift-Gate Service (Delivery) Driver responsible for lowering freight to the ground Notify Request

Overlength Freight (Exceeds 28')

Overlength Freight (12.01' to 19.99')

Overlength Freight (20.00' to 27.99')

Residential Pickup or Delivery

• **Below is a sample of the Shipping Method screen (3rd Step in the order process)**

\*Choose One method

Pickup at a freight terminal near you (\$ 0.00)

To a Commercial Address - I have equipment to offload (\$ 0.00)

To a Commercial Address - I need a lift gate to offload (\$45.00)

To a Residential Address - I have equipment to offload (\$75.00)

To a Residential Address - I need a lift gate to offload (\$120.00)

In-Store Pickup (\$0.00)

The equipment will normally be delivered on a semi with an enclosed trailer. The place of delivery must be easy for this truck to access. The trucker will not back down your 100 yard narrow driveway. If you do not have a place that offers easy truck access, then you can arrange to pick up your equipment at a nearby trucking terminal or arrange for the product to be shipped to an alternate location (for example, your buddy that owns the hardware store) that has truck receiving facilities.

The truck terminal has equipment to help load your truck or trailer.

Note: Beaver tail trailers, which have approach ramps that will not support the weight of a forklift, are not recommended for picking up lifts.

When your product is loaded (from one of our warehouses) onto the commercial truck, it becomes your property. We make every effort to package freight in "bullet-proof" packaging; however, sometimes freight damage does occur. It is your (the customer) responsibility to inspect the shipment and file for any freight damage that may occur during shipping.

This is the freight policy for damaged goods for all LTL carriers, not just those trucking companies contracted by our company.

***Absolutely the most important things you can do when receiving a freight shipment are:***

- 1. Inspect your shipment thoroughly for any damages or signs of damage. Any signs of damage **stop** and tell the driver you want to open the carton for further inspection. Do not let the driver tell you it will be OK. Do not sign until You are sure there is no damage.**
- 2. If you appoint someone else to receive your freight and they sign a clean delivery receipt but did not notice damage, you have no recourse. We cannot help you once the driver leaves with a signed delivery receipt of your acceptance of the freight. By signing the delivery receipt you or the person you appointed to sign are agreeing the freight was delivered in perfect condition.**
- 3. Count the pieces in your shipment and reconcile with the total on the delivery receipt you are asked to sign by the truck driver.**
- 4. If for any reason - due to damage or missing pieces - you cannot accept the freight, refuse to accept it and call us immediately at 603-234-2612 or 603-219-0060.**
- 5. Once you have signed the delivery receipt, you own the freight. There is no recourse that we, the seller, would have, and we cannot assist you with any claims.**