

Shipping Information

Deliveries are subject to credit clearance and availability of stock. Smaller stock items ship out in two to five days. Decking and Aluminum Fence orders ship out by common carrier in one to three weeks. Our office staff or the trucker will call to arrange delivery. It will be necessary for you or your representative to be on site at the time of delivery to unload the truck.

Unloading

Customers are responsible for unloading the truck and assume full responsibility for damage to material when unloading, even if the driver assists. When unloading make sure you check the pallet(s) for your name and invoice number. Orders arrive banded to wooden pallets. Have metal shears, a utility knife, and a hammer ready to uncrate.

The driver will move your order to the rear of the truck but cannot help you unload. If you do not have a forklift you must offload by hand. You may need help depending on the size of the order.

If customer incurs overtime, incurs a re-delivery fee, or uses other optional service from the shipper, customer must contract these services directly with the shipper and pay the driver at the time of delivery.

Shortages or Damaged Goods

After the order leaves our facility the trucking company is responsible to get it to you in good condition.

Call our office immediately if you find any inaccuracies with the order *when unloading the truck* (i.e. quantity, color, size, style).

The trucking companies have insurance against damaged or shorted material while in transit. If material is missing or a pallet(s) has been disrupted or opened during shipping bring it to the attention of the driver.

Problems are rare, but if they do occur, sign and mark the problem on the Bill of Lading *before you sign it!*

An insurance adjuster will be assigned and you will be notified of the steps being taken. Make all claims promptly. Frequently an inspector will be sent out to see the damage or note the shortage. It is the customer's responsibility to seek reimbursement from the trucking company for any damages or shortages. We will always try and help our customers in any way we can.

REFUSING DELIVERIES INCUR A 35% RESTOCK PLUS applicable cancellation fees, inbound freight charges, and shipping & handling back to the manufacturer at the customers' rate. Please do not refuse your delivery, contact us for a RMA (see return policy).