

Receiving Your Order

What To Expect:

Our products are delivered on large pallets in custom wooden crates on dock-high trailers, ensuring everything arrives safely and ready to install. Pictured to the right is one of our custom crates, ready to ship. It is critical to be prepared to receive the order correctly. This avoids delays, damages, or additional costs.

Delivery at a loading dock:

If you have a loading dock on-site, you are all set. The driver will unload the crate(s) from the trailer to your dock using a pallet jack **(B)**. You take it from there.

Delivery WITHOUT a loading dock:

1. Receiving crates holding panel sizes 72" and smaller:

- **Liftgate:** The driver can unload from the trailer using its liftgate. The driver is only responsible for unloading the crate(s) from the trailer. They are not responsible for taking the panels to their final location.
Important: We suggest having a pallet jack and/or crew on-site and to quickly move shipment indoors especially during inclement weather.

2. Receiving crates holding panel sizes larger than 72":

- **Forklift:** Use a forklift **(A)** to unload the crate(s) from the trailer (**Note:** These crates are too large for liftgate usage).
- **Hand-unload:** Have a crew on-site during the delivery window, ready to hand-unload the crates. Be prepared to have 1-2 people in the truck opening the crates and handing them off to 2-4 people down below. An order that requires hand unloading will be quoted as such.
- **Pick up at the terminal:** You can arrange for a third party to pick up the crate(s) at the freight terminal, and deliver and unload them for you.



To open a crate, you will need the following tools:

- Phillips head screwdriver
- Snips to cut the straps
- Pry bar
- Work gloves /clean gloves

Clean gloves are suggested for removing panels from the crate, so they don't get dirty.

