

COMMON SHIPMENT TYPES



3 PIECES

2 corrugated tubes filled with aluminum pipe
1 small pallet of parts.



3 PIECES

2 corrugated tubes with alum pipe
1 small box.



2 PIECES

1 pallet of plastic tubing
1 pallet of fittings



2 PIECES

1 wood skid of pipe
1 pallet of parts

1. COUNT & INSPECT FREIGHT BEFORE SIGNING FOR SHIPMENT

Make sure the number of pieces received match the driver's copy. Take time and inspect all freight for damage. It is very important these details are checked. If the driver leaves without proper notes on the driver's copy, we will not be able to dispute with the carrier.

2. MISSING PIECES? NOTE ON THE DRIVER'S RECEIPT.

- If there is something missing (ie: "1 pallet missing" or "1 tube missing") notate it on driver's copy. Contact us and we will assist the carrier in finding the lost items and reship if needed.

3. DAMAGE? NOTE ON THE DRIVER'S RECEIPT.

You may refuse or accept a damaged shipment.

- If there is damage, write the number of freight pieces damaged and describe the damage to the product (i.e. scuffed or broken fittings, bent tube, crushed piping etc.) beside or near your signature on the driver's copy.
- If a pallet looks tampered with or opened, notate it on driver's copy.
- On the driver's copy DO NOT check the box, shrink wrap intact. Do not declare a dollar value.

4. TAKE PHOTOS OF THE DAMAGE

- Take photos of the entire damage and close-ups of damaged product and e-mail to us.
- Save all damaged packaging and product, carriers will inspect later. Packaging/product must be kept up to 180 days.

5. CONTACT US TO REPORT THE MISSING/DAMAGED FREIGHT

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YOU, THE RECEIVER, ARE RESPONSIBLE FOR UNLOADING YOUR OWN FREIGHT.

Carriers charge extra for additional services. Keep in mind if you require these services after we have received a rate from the carrier and shipped your order, you will be responsible for the extra costs if we receive any additional charges.

Examples of added services

- Request driver assistance for unloading
- Driver waits longer than 30 minutes to be unloaded.
- Calling ahead, or unload appointments
- No access for a 53 ft. semi
- Construction sites, schools, utility companies, airports, government secured areas, non-commercial addresses, residential homes