

## Receiving Your Order

**IT IS YOUR RESPONSIBILITY TO MEET THE TRUCK, HAVE THE MERCHANDISE OFF-LOADED, AND NOTE ANY SHIPPING DAMAGE OR SHORTAGE ON THE DELIVERY DRIVER'S PAPERWORK.** When the trucking company picks up your order at our distribution center, they are accepting everything in good condition. For them to be financially responsible for repair or replacement, the damage or shortage must be documented on the shipping paperwork.

### **Arranging Your Delivery**

When your order arrives at the freight terminal, the dispatcher will call the contact number you've provided. They will set up a delivery timeframe – typically a window of time (ex: 2-5pm, Tuesday) that the driver will arrive.

### **Packaging of Your Order**

Unless special packaging has been arranged, your order will be shipped on wooden pallets. Expect 1 pallet for every 500-800 square feet of tile. The tile will be snapped together in sheets, stacked, and shrink-wrapped. Steel components are boxed, labeled, and shipped with the rest of the order.



### **Receiving Your Shipment**

For orders under 1000 s/f, one person offloading tile by hand is no problem and should only take 10 minutes. **But for orders over 1000 s/f, liftgate delivery service is an option. See Liftgate Service below.**

### **Offloading By Hand**

When the driver arrives with your order, he will move the pallets of tile and steel components to the rear of the truck and expect you to offload it from there. This won't be a problem if you're taking delivery at a warehouse or workplace where you have a forklift but you'll more likely have to unload your order in your driveway.

This is the easiest way we've found to unload a truck by hand is to remove the shrink-wrap from around the pallet of tile, and remove a couple of sheets of tile at a time. This usually takes only a few minutes per pallet. The corners of the tile can be rough so we recommend gloves.

Some components are heavy - so be prepared to use some muscle. A basketball goal system weighs 350lbs. The driver might help if you need someone to grab the other end BUT this is not their responsibility and there is the chance the driver will be unwilling.



### **Liftgate Service**

In most markets, optional **LIFTGATE DELIVERY SERVICE** is available for an additional \$130. With Liftgate Service, the delivery driver will show up in a smaller truck equipped with an electric liftgate on the back. The driver will offload your shipment and place it on the driveway (provided you have a fairly normal driveway – Ex: It's not gravel, ¼ mile long, or on a steep incline).

### **VERY IMPORTANT**

**It is also very important to inspect and make sure that critical components, like anchors and sleeves, are on site prior to scheduling your concrete work.** If an item is missing or was overlooked in packaging your order, we will ship it to you promptly however, **WE WILL CHARGE ADDITIONALLY TO SHIP SOMETHING OVERNIGHT.** It is your responsibility to make sure that all necessary parts are on hand prior to commencing work.

**LIFTGATE DELIVERY SERVICE DOES NOT RELEIVE YOU OF YOUR RESPONSIBILITY TO NOTE DAMAGE TO THE SHIPMENT OR MISSING PIECES.**

**Inspecting for Damage**

It is your responsibility to note any damage to your order. The driver has a Bill of Lading that requires a signature upon delivery. It will indicate the number of items he is delivering. **If the shipment indicates two pieces but the driver is only delivering one – you must note it on the BOL.**

This is a sample Bill of Lading (BOL) and is the type document the driver will have in hand when making your delivery. Carefully review the items listed and inspect them for damage. **If a box is crushed or damaged, you should open the box and inspect the item for damage. Any damage should be noted on this form.**

**1** OLD DOMINION FREIGHT LINE, INC. (ODFL)  
P O BOX 60908 - CHARLOTTE, NC 28260-0908 USA  
(336) 889-5000

Dest Trm	Orig Trm	Shipper B/L Number	Purchase Ord No	Type	Copy		
RKI	WAY	NS	2194		7/06/06		
D Car Cd	D Car Rev	ODFL Rev	D Car W/b No	Bill to Cd	Trl No		
				2	7/03/06		
Your Delivery Info Here				Dest I/L Car <i>LM</i>			
D Car Cd	D Car Rev	ODFL Rev	Ack No				
Waybill Number		D/Agt	D/Agt	Master Bill No			
77703645109							
Pieces	Wt	Description	CLASS	Weight	AS Weight	Date	Prepaid
2		HANDLING UNITS: 2 UNITS OF TYPE WSKD DELIVERY: RESIDENCES & SIMILAR LOCATION <del>319-395-6504</del> Quote# 6968816 ATHLETIC TILES P/U #: 14231962 FUEL INCREASE ODFL RKI PHONE (309)-794-0862 ODFL RKI TOLL-FREE (800)-728-6806	070	801	Time	<i>Fr</i>	
Yr Pcs		Consignee Cd	Shipper	Tariff	Due ODFL (USD)	Ttl Weight	Ttl AS Wgt
RECEIVED IN GOOD CONDITION EXCEPT AS NOTED		Driver:		<i>Richard D.</i>		Total Prepaid	
By: <b>Note Damage Here</b>		Company:		<input type="checkbox"/> CASH <input type="checkbox"/> CH		Pcs. Del'd	
Date:		<input type="checkbox"/> Inside Delivery <input checked="" type="checkbox"/> Residential Delivery <input type="checkbox"/> Lift Gate <input type="checkbox"/> Other					