



# PINKYS LTL SHIPPING

MAIN:  
1.844.84.DOORS

CONTACT:  
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This document explains how to receive your door shipment. Please read thoroughly, as there is important information on how to receive your order.



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## ACCEPTING

### **THE SHIPPING CARRIER WILL CALL TO SCHEDULE YOUR DELIVERY**

A delivery appointment will be made prior to any residential delivery (not to businesses)

All residential deliveries are curbside. Drivers will not enter any driveways or private properties

Deliveries will only be scheduled Monday-Friday, no weekends.

3-4 able bodied persons are recommended to be on site during delivery to offload from the truck. The driver will not assist with off loading.

You will need a #2 phillips drill bit and an electric drill (To disassemble pallet within delivery truck)

### **During Delivery**

We will try to have the delivery service use a lift gate to lower the pallet down to the ground/street level, but due to the size of our pallets, we cannot guarantee this service will be available to you, as regulations state that drivers are not allowed to operate lift gates if anything overhangs from the lift gate.

Before removing from the truck or accepting delivery, please visually inspect the shipment packaging and make sure there is no severe damage to the pallet or its contents.

The only tools you will need are a #2 Phillips drill bit and an electric drill to disassemble the pallet and remove each piece one by one (Driver will not allow you to open the pieces separately, but will allow for you to remove each piece from the pallet to get them off of the truck

**\*\*Please note, that this delivery does not include inside delivery (Inside ), redelivery (if you missed a delivery and need to reschedule), or any other services that may incur fees. If the driver asks if you would like an inside delivery on site, please deny this, as it will be charged at minimum \$100, which you, the consignee or authorized consignee, will be responsible for paying. We apologize, but inside delivery is not available with our shipments.**



# PINKYS LTL SHIPPING

GOOD PALLET:



BAD PALLET:





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## ASSESSING DAMAGES

### Visible Damages

If there is any damage to the freight that looks like it got into the boxes of the doors or into the frame as such that there could be considerable damage to the door (examples to the left), please completely deny the shipment and send it back to us at Pinky's Iron Doors. Do not sign the Bill of Lading. If a shipment with significant damage is not denied, Pinky's is not liable for any of the damages. The consignee, or authorized consignee, should inspect the freight for damage(s) and record any obvious damage to the crate upon delivery. Under NMFC rules, the consignee, or authorized consignee, does not have the right to open and inspect the shipping containers prior to signing for the freight. If there are ANY marks or damages to the freight, the consignee or authorized consignee MUST report and notate these damages on the bill of lading prior to signing for the shipment. Contact Pinky's customer service immediately if any damages are found. Pinky's must be contacted the day of delivery if visible damages are found to qualify for a claim. Once received, you must open all packaging to inspect your order. Any concealed damages must be reported to Pinky's Iron Doors within 3 days of delivery in order to qualify for a claim, so please open the packaging immediately after receiving. Any damages not reported within 3 days of delivery will not be eligible for a claim and Pinky's, nor the shipping carrier, can be held liable.

### Concealed Damages

- When damage is discovered after delivery, it should be reported to Pinky's Iron Doors Customer Service immediately (within 3 days of delivery). Once contact has been made, consignee will file claim with carrier. Pinky's Iron Doors

will provide this information. The carrier may complete an inspection. Please hold the freight until resolution is given. Do not Install your door if there is damage upon un-packing & inspecting. Once a door has been installed, we will not be able to accept returns for repairs or for exchanges.

Please also do not dispose of the packaging & pallet if there is damage. The original packaging, crate & pallet will be needed to ship the door back if necessary for repairs.



# PINKYS LTL SHIPPING

## DAMAGE EXAMPLES:





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## ASSESSING DAMAGES (CONTINUED)

### Visible & Concealed Damages

For visible damages, the consignee or authorized consignee must report any damage marks to the carrier during delivery to be considered for a claim resolution. Failing to do so will result in an unrewarded claim. The carrier and Pinky's Iron Doors are not responsible for any un-reported damages after 3 days from date of delivery.

**\*\*Please note that any visible damages must be notated not only to the carrier, but to pinkys iron doors as well. Please remove doors and frames from all packaging and inspect the doors. Any damages not submitted to Pinky's Iron Doors within 3 business days of delivery (Monday through Saturday) will not be eligible for a claim and Pinky's, nor the shipping carrier, can be held liable. if damages are found, Pinky's cannot be held liable for any delay this may cause in construction or otherwise due to the time it takes to get your order back out to you once fixed at our Los Angeles facility. If you choose to not refuse a damaged order (door, window, or any of our products) upon delivery because of the delay it would cause to your project, Pinky's Iron Doors, nor the shipping carrier, can be held liable for the damages, and no claims will be possible.**



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## STORING YOUR DOORS

Our doors are packaged for transport only, not for protection against the elements. If for any reason you will be storing your doors until a future install date, please make sure to remove the doors/windows, as well as their frames, from all packaging. Any type of moisture that gets into the packaging will not be able to escape and the packaging could cause the paint to suffocate, causing bubbles and/or rust. If your doors happen to get wet, they MUST be wiped down IMMEDIATELY to avoid this bubbling as well. If you take delivery of your door or window on a day that it is raining, be sure to be mindful of removing all packaging promptly and wiping the units down. Pinky's Iron Doors is not responsible for any damages due to improper storage of your order or exposure to moisture, water, or humidity. The same goes for doors stored in humid areas. Doors stored in humid areas will need to be opened from transportation packaging immediately to avoid damaging the doors. The Wrapping of the door is only there for shipping/transportation purposes. Examples of the paint suffocating are below.







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## GOOD PALLET EXAMPLES:







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## FEEDBACK

Any feedback to help us improve our services for our customers will be greatly appreciated.

Thank you from our family to yours. Please do not hesitate to get in touch with us for any questions, concerns, or anything more we can possibly help you with.

And don't forget to send us picture of you PINKYS products!

**[info@pinkys.com](mailto:info@pinkys.com)**