

Delivery, Handling, & Storage

Delivery Options

Richlite is shipped from the distributor's warehouse or drop-shipped from the Richlite Company factory (Tacoma, WA). You may also 'will call' shipments at your local distributor's warehouse. Please contact your distributor for additional freight options and policies.

- All orders, including drop-shipments, must be placed through distributors.
- Richlite material is shipped on heat treated pallets, covered in plywood and/or Cor-X.
- A forklift will most likely be required at the receiving location. Full pallets are approximately 3,000 Lbs.
- Consider accessibility to site or shop, including hours of operation.
- There will be additional charges for Limited Access Deliveries, Lift Gate, Residential Delivery, Notification/Appointment Required. These must be noted prior to shipping. A charge will be incurred from the freight company if not notified prior to shipping.

Inspection

Every effort has been made to provide high quality material, free of defects. However, you, the fabricator, must:

- Inspect material immediately upon receipt or at time of will-call.
- Conduct a final inspection prior to fabrication.
- List of what to look for:
 - **Color:** Color, shade and grain of the panel may vary from samples. Patina and oxidation will affect product color (lighter colors in particular). See attributes for details.
 - **Striations:** Striations are normal in the product. Striations appear as mottling running in a grain pattern following the length of the panel. Occasionally, slightly darker straight lines will appear running the length of the panel. These are normal lines from the paper making process
 - **Wrinkles:** These will generally appear as a very dark jagged line running diagonally across the panel. This is not normal and should be returned as warranty.
 - **Surface Conditions:** Most marring or light scratches can easily be cleaned up with a wet rag. Please contact your distributor if you see bigger bumps or divots.
 - **Thickness:** Tolerance is +/- 4%.



Delivery, Handling, & Storage Cont.

Inspection cont.

- If the material is defective or flawed you can either:
 - Avoid flaws via part placement on sheet.
 - Order replacement material and initiate a request for credit.
- Please be aware that Richlite warranty does not cover labor so pre-fabrication inspection is very important.
- Selecting the side to use:
 - Evaluate both sides of the sheet to determine which side is more desirable to use. There is no "A" or "B" side to Richlite.

Replacement Material

Do not notify the factory. Notify your Richlite distributor by sending an e-mail message which includes:

- Photos of the material in question
- A copy of the invoice for the effected material (PO#, SO#, Invoice#, Etc.) should be listed on the invoice.
- A written description of the defect.
- Any other pertinent information.

Your distributor will respond with either a return authorization and/or approval or denial of a credit. Credit memos will typically include the original cost, plus freight for the replacement material and freight for the returned material (if applicable). The credit memo will be issued upon confirmation the warranty material was returned.

NOTE: Richlite does not supply credits for fabrication or material handling costs. Pre-fabrication inspection is critical to insure that defective material is not fabricated.



Delivery, Handling, & Storage Cont.

Storage & Handling

- Do not store Richlite uncovered. Place a piece of plastic 7mm or the Cor-x® that came with the shipment on top of the Richlite.
- Richlite weighs 6.5 lbs per square foot at 1" thick.
- Store between 40-80 degrees Fahrenheit.
- Do not over stack.
- Store flat, do not store on edge.
- Stone forklift edge clamp can be used.
- Anver® vacuum lift VPF-57-DC is ideal for forklift or gantry material handling.