



## Kerbside Delivery & Unboxing your package from Mitchell Bink Concrete Design

### KERBSIDE DELIVERY PROCESS

Kerbside delivery is the service our freight company provides to our clients, this is mostly due to our packaging requirements and weight of the package. Our freight company will deliver your package to the closest accessible point to your property, typically the kerb. It means that the package will not be delivered to your front door or inside your home. Once the package is brought to the kerbside, it will be your responsibility to unpackage, transport and handle, ensuring you have the necessary assistance and equipment to safely move the item/s to their desired location. You will also be required to dispose of the packaging.

**NEVER** request the freight company to hold/delay delivery of your package. This increases the risk of your package being damaged and will void all warranty if we are advised you requested to delay delivery. Please allow the freight company to deliver your package as soon as it's available to them.

### PRIOR TO UNBOXING

- Ensure you have an unboxing, lifting and assembly plan in place before unboxing the item/s.
- Please ensure you have sufficient hands and help available before trying to lift the item/s.
- Whilst the item is concrete, it can be damaged if not handled with care. While unboxing, transporting, and handling the item/s, please do so with great care.

### WHAT IS REQUIRED TO UNBOX YOUR PACKAGE

- Work gloves: Wear protective work gloves to ensure a secure grip and protect your hands during the unboxing process.
- Phillips Head screwdriver: This tool is essential for removing screws that secure the MDF boards to the pallet OR
- Drill with appropriate drill bit: If available, using a drill with the appropriate drill bit can speed up the process of removing screws.
- Utility knife or box cutter: Use a sharp utility knife or box cutter to carefully cut through any tape or strapping securing the MDF boards or packaging.
- Furniture pads, blankets, protective padding, or foam: These items can be useful to protect the item during the unboxing process including if you need to place the item down once unboxed
- Lifting straps or furniture sliders (if applicable): Depending on the weight and size of the item, lifting straps or furniture sliders can assist with moving the item with ease and minimizing the risk of injury. This could include a furniture dolly.
- Soft cloth or microfiber cloth: Keep a soft cloth or microfiber cloth nearby to clean any dust or debris that may have accumulated during unboxing.

If you do not already own or have access to the above items, most of these items are available to purchase from Bunnings Warehouse or your local hardware store.

### PLEASE DO NOT:

- **DO NOT** slide the utility knife or box cutter between the MDF boards or packaging in case the cutter slips/slides in-between the boards hitting the item/s, it will damage the item/s.
- **DO NOT** try to wedge or pry the box apart, in case the item you use slips/slides in-between the boards or packaging, it could hit or scratch the item/s and damage the item/s.
- **DO NOT** attempt to lift the item/s without sufficient help and hands.



## UNBOXING

To safely unbox your package, please follow the below steps. If you have any questions prior to unboxing, please contact us during office hours so we can assist and guide you through this process.

1. Prepare the workspace: Clear a spacious area where you can safely unpack the item. Make sure there is enough room to manoeuvre the pallet and packaging. Ideally unpack the item on a flat surface.
2. Consider putting furniture pads, blankets, protective padding, or foam at the final location where your item will be assembled/installed. This way, once carried to its final location, you have somewhere safe to place your item/s down.
3. Gather the necessary help, hands, tools and equipment listed above.
4. Inspect the packaging: Before starting, carefully examine the packaging for any signs of damage. If there are visible damages or concerns about the package's integrity, take photos and document them before proceeding further.
5. If there are multiple boxes, possible stacked side by side or on top of each other, please focus on one box/package at a time, do not unbox everything at once.
6. Remove the screws: Using the Phillips Head screwdriver or drill, you will start to dismantle the MDF Boards in the below order:
  - a. Starting from the very top of your package (the pallet being the bottom of the package), remove the screws, this will allow you to remove the top sheet of MDF Board. You can now see a bird's eye view of your item to see how it has been packaged.
  - b. Continue to slowly remove the screws from the front, back and side panels of MDF board, removing one board at a time to keep checking how your item has been packaged.
  - c. **DO NOT** pry or use excessive force to dismantle your package, as this could potentially damage the item/s inside.
  - d. Place the boards aside in a safe location.
7. With the MDF Board/package removed, you can now see your item. You can now prepare to lift your item. Ensure you have assistance before proceeding. Lift the item with care, using proper lifting techniques to avoid strain or injury.
8. Please refer to our installation/assembly guide for next steps. Follow the above steps for each package.
9. Dispose of packaging: Properly dispose of the packaging materials, such as the MDF boards and screws, following local recycling or disposal guidelines.