

This is a procedure for accepting freight shipments placed on pallets (not from a parcel company)

If your shipment is **LTL** (less than truckload):

1. Let your account manager know if you have a standard raised loading dock or not. (See illustration below) Liftgate will be needed if not.
2. Your shipment ETA will be provided by your account manager.
3. Upon arrival, shipment driver will unload pallet(s) onto your dock (or lowered onto the ground) for you. It is your responsibility to move/unpack product after the pallet(s) have been unloaded to where it is needed.

Please note:

- Pallets can be stacked up to 89" tall. Consider this height for your unloading dock.
- Driver will provide bill of lading.
- **If product is missing:** Note it on the bill of lading **before the driver leaves.**
- **If product is damaged, opened, or the stretch wrap has been torn:** Take a picture and send it to your account manager. Also, note it on the bill of lading **before the driver leaves.**

4. If you have questions about unloading, please contact your account manager **before your order is shipped.**

If your shipment is by the **truckload**:

1. Let your account manager know if you have a standard raised loading dock or not. (See illustration below) Liftgate will be needed if not.
2. The freight forwarder will call to let you know when they will be arriving or to arrange an appointment.
3. Upon arrival, the shipment driver will back in to dock. **You will have 2 hours to unload**, driver is not responsible for unloading

Please note:

- In the rare occurrence that the freight company mistakenly sends you a shipping invoice, please call us with the invoice and we will take care of the communication with the freight company and shipping cost.
- Driver will provide bill of lading.
- **If product is missing:** Note it on the bill of lading **before the driver leaves.**
- **If product is damaged, opened, or the stretch wrap has been torn:** Take a picture and send it to your account manager. Also, note it on the bill of lading **before the driver leaves.**

4. If you have questions about unloading, please contact your account manager **before your order is shipped.**

Do you have a standard raised loading dock?

