



Residential Drop Ship Information

Dundalk LeisureCraft Responsibilities

- 1) Building and packing your sauna in a crate
- 2) Arranging for shipping to your home

Trucking Company Responsibilities

- 1) Making an appointment to deliver your sauna
- 2) Delivering your sauna to the end of your driveway or curbside
 - a. The trucking company is **NOT** responsible for unloading the sauna
 - b. The trucking company is **NOT** going to back their truck into your driveway
 - c. Most times the trucking company will deliver with an 18 wheel truck
 - i. Will this size truck fit on your road or neighborhood?
- 3) If the sauna crate is less than 92" (7 feet), the trucking company may have a lift gate on the back of the truck which can be used to assist getting the sauna off the truck.
- 4) If the sauna crate is more than 92", there will not be a lift gate to unload the sauna crate and the customer needs to decide how they are going to get the crate off the truck.

Customer Responsibilities

- 1) Returning phone calls to the trucking company in a timely manner, to arrange delivery
- 2) Determining how the sauna is going to be unloaded from the truck
 - a. Crates will vary from 6 feet long to 14 feet long
 - b. The crate's weight will vary from 800 pounds to 1600 pounds, depending on the size of the sauna
- 3) *Customer is responsible for unloading the sauna crate from the truck*
 - a. Suggested methods for unloading the truck
 - i. Use a forklift or other mechanical piece of equipment
 1. When using a fork lift to pick up the crates, they must be picked up from the end of the crate and fork lift extensions are required.
 - ii. Renting a tilt tow truck to pick up the sauna from the local terminal and have it delivered to your home
 - iii. Have a crew of helpers able to either take the sauna off the truck or unload the crate while on the truck until the crate can be lifted off the truck
- 4) If the crate arrives damaged, you can accept the shipment, however, please take pictures of the damage, and note the damage on the shipper's Bill of Lading (BOL). Immediately, contact your dealer or Dundalk, so we can contact the shipper.
 - a. Mark the Bill of Lading (BOL) with "(Crate arrived open/damaged- Possible Hidden Damage."

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