



Delivery Instructions

Please be advised of the following PID Floors delivery instructions:

- PID Floors will only make a curbside delivery. You must have your crew onsite and ready to unload at the time of delivery.
 - Morning deliveries are approximately between 9am-12pm. Afternoon deliveries are between 1pm-4pm (with some exceptions).
 - Once delivery is scheduled, a PID Floors team member will reach out the business day prior via email or phone to confirm the delivery and provide you with an approximate time frame of arrival.
 - Should you need to cancel your delivery, kindly give us at least 24-hour notice.
 - Most local orders are delivered via PID Floors vehicles; some larger loads may require us to contract other trucking companies for safe shipping.
 - Please check delivered bundle quantity, and square footage upon signing the delivery slip. Any discrepancies must be brought to driver's attention right away.
 - All damages must be reported to PID Floors within 3 days, supporting photos are required.
 - All wood needs to acclimate according to NWFA Standards and the installation documentation specific to the product you purchased.
 - Maintenance and installation instructions are available upon request.
- Should you have any questions, please feel free to contact us at any time (212) 337-3433