



## Shipping & Delivery

Freight brokers and carriers are used for our deliveries; we do not use our own trucks. The delivery dates we quote are an estimate based on available capacity and how busy we are at the time. We carry no inventory, all of our products are made to order.

Because we carry no inventory, problems such as supply interruptions, equipment failure and freight delays can impact delivery dates. As a result, delivery dates are an estimate and not a guarantee. If product is required by a specific date, customers are advised to order in advance and give themselves a cushion to accommodate possible delays.

When determining a suitable shipping method there are several questions that need to be answered including:

- What is the weight and [class](#) of the load?
- How much space will the load occupy?
- Is the product on pallets?
- What is the available space and weight limit for the truck?
- How can the truck be loaded and unloaded?
- Can the product be safely transported?
- Are straps or tarps required?

We typically recommend the following methods and corresponding applications:

- Flatbed trucks (not step bed) are suitable for all of our precast product. They can be loaded and unloaded from the side at grade level by forklift. A forklift with a capacity of least 3,500 lb is required for unloading at the destination
- Flatbed trucks with a forklift piggyback (also called Spyder or Moffett trucks) are suitable for local or regional deliveries only
- Closed van or truck with a liftgate. Litegates are generally limited to loads of about 2,500 lb. They are suitable for small quantities of one or two pallets with a maximum dimension of 8'. They are not suitable for transporting fence posts. Direct deliveries are best. Customers should avoid LTL (less than truckload) deliveries as the product may be unloaded and re-loaded at several warehouses before final delivery is made resulting in increased handling and more chances for damage. If LTL is chosen, extra packaging will be needed resulting in a higher handling charge
- Pickup trucks are generally limited to one pallet of product with dimensions not exceeding 48"

We generally include freight costs on our quotations. However, it can take up to three days for us to receive a freight quote. Freight rates and availability change over time. Our quotations, inclusive or



exclusive of freight, are all valid for no more than 30 days. Freight rates generally vary by distance and demand for a particular route and time frame.

If the cost of the freight is of the same magnitude as the cost of the product being shipped we must ask the customer to handle their own shipping arrangements. If requested, we can refer freight companies that the customer may consider using.

Factors which may influence the final freight bill include the following:

- After the truck has reached its destination, unloading is delayed (e.g. forklift not on site). Freight companies usually allow two hours for unloading of a large rig. However, these allowances may vary
- Excessive weight or incorrect freight class can result in additional charges or even the return of some or all product by the driver
- Load returned because there was no one present to receive or unload product

If additional freight charges are incurred and the customer is at fault, the customer is liable for these additional charges.

If product is received and damage is visible or even suspected, the customer should note the damage on the receiving paperwork and return it to the driver. Generally, the only way to successfully file a damage claim with a freight company is to indicate the damage on the receiving paperwork and file the claim within 10 days of receipt of product.

To figure your own freight estimates visit the following websites:

Freightcenter.com: <https://www.freightcenter.com/>

Freightquote.com: <http://www.freightquote.com/>

Flatbedsource.com: <http://www.flatbedsource.com/truckload-market-price-index>