

Motor Freight Delivery

These are shipments that are delivered by semi-trailer truck or similar type vehicle and offloaded by the Purchaser. A complete description of how the freight is delivered and what will be required of the Purchaser is listed below:

- Shipments will be delivered to or as close to the Purchaser's property line and/or driveway provided the delivering carrier deems the location accessible. It is the Purchaser's responsibility to inform Western Timber Frame at time of purchase of any unusual or difficult location or delivery issues so necessary arrangements may be made with the delivering carrier where possible. If the carrier deems the delivery location inaccessible, pickup at the nearest freight terminal may be required. Purchaser may incur additional shipping costs depending on the Purchaser's specific situation. The delivering freight carrier is not obligated to assist the Purchaser with unloading of freight.
- Purchaser will be expected to cut plastic strapping securing product to the pallet, therefore the use of a razor or wire cutters may be necessary.
- It is strongly recommended that the Purchaser have at least two assistants or a forklift to help offload freight from the truck.
- Purchaser should be aware that although total freight is typically 3000 lbs. or more, units would be offloaded one piece at a time with the absence of a forklift. Individual pieces and components usually range between 10-300 lbs. but should be manageable with two or more assistants.
- Purchaser will be given a reasonable time frame to unload freight from the delivering freight carrier vehicle, ranging between 10-30 minutes.
- Purchaser agrees to accept all financial responsibility for demurrage and rerouting costs if the ship-to location is changed after the product is shipped from our premises.
- Shipment method/procedure must be confirmed at time of order. Purchaser should be aware that all freight is prepaid and that no additional freight charges should be paid to delivering carrier unless Purchaser alters or changes any prior arrangements. Any deviations to prearranged shipping methods will result in additional costs being billed to the Purchaser. In most cases, the delivering carrier will bill the purchaser directly for any additional charges. However, in certain situations where it may not be possible or realistic for the delivering carrier to do so, Pergola.com will re-invoice or bill your account for any additional freight charges which have been incurred.
- Purchaser must inspect freight prior to unloading and document any damage prior to signing the Shipping Document "BILL OF LADING or DELIVERY RECEIPT" provided by the delivering carrier. Please ensure that you mark "DAMAGED" on these documents before signing for the delivery. Failure to document any such damage may result in delays in resolving any possible freight damage claims and/or delays in rectifying any problems encountered regarding freight damage mitigation.
- We do not accept returns due to bowing, warping, etc., over the course of time.