

## What to Expect when Receiving a Common Carrier Shipment

Upon receipt of your order and the signed disclaimer, we will prepare your order for freight shipment.

Please note, due to Covid-19, there is a high volume of freight being shipped and a shortage of truck drivers. This may affect how long your order takes to arrive. Once it leaves our facility, we are unable to control how long it takes to arrive to you. We typically ship within 3 weeks, and orders typically arrive within 1-2 weeks after that. However, shipments may take longer than normal due to circumstances beyond our control.

- Freight orders typically ship within 3 weeks.
- Once your order ships you will receive an email with tracking information and the shipping carrier. Most orders are shipped with YRC freight.
- Once the product leaves our facility on the common carrier truck, it is unfortunately **out of our control** as to when it will arrive to you. Orders typically arrive within 1-2 weeks, however it may take longer.
- Once the product has arrived at the local shipping hub, you will receive a call from the shipping carrier to arrange a delivery appointment. Please see below about off-loading.
- We have no control over the timing of your delivery appointment.
- We are happy to assist with tracking the shipment or communicating with the carrier while the shipment is in transit, if necessary.

### **DISCLAIMER**

Due to the size and weight of our products when they are packaged for shipment via common carrier, we want to be sure that you understand how the product will arrive at your site and what will be required of you with regard to off-loading. **Please initial next to each item acknowledging that you understand the information provided.**

\_\_\_\_\_ Freight orders typically arrive on 18-wheelers. If an 18-wheeler cannot pull into your driveway, it will require off-loading to take place on the road. If there is no access, you may need to meet the truck at another location or arrange to pick up the freight at a local shipping hub. There are other options for delivery that we will be happy to discuss with you if necessary.

\_\_\_\_\_ Once the truck has arrived at your location with the product, it will need to be offloaded. The drivers of common carrier trucks do not have the ability to off-load our product (it is too large for a lift gate service and it is not their responsibility to handle the product). You will need to have additional people on-hand to assist you with off-loading. We are happy to discuss how the product is packaged and the best way to off-load the product.

\_\_\_\_\_ The product needs to be inspected prior to the delivery driver leaving the delivery location. If the product is damaged, the best way to handle it is to refuse the delivery. If there are damages and the truck driver suggests that you accept delivery and deal with the damages later, please still refuse the delivery. It is extremely difficult for us to recoup any losses for damaged product if the shipment is accepted.

\_\_\_\_\_ Once the product leaves our yard on the common carrier truck, it is unfortunately out of our control. We will not have the ability to be involved in the timing of your delivery appointment. We are happy to assist with tracking the shipment for you, or communicating with the carrier regarding the shipment while it is in transit.

I have read and understand the terms described above regarding common carrier shipments.

CUSTOMER SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

**Please email to: [orders@thedockdoctors.com](mailto:orders@thedockdoctors.com) or Fax to: (802) 877-3147**

*Please see our terms and conditions at: [thedockdoctors.com/terms-and-conditions](http://thedockdoctors.com/terms-and-conditions)*

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