
Residential Freight Delivery Guide - Customer Hand-Unload Option

Thank you for your order! Please review the following important guidelines to help you prepare for the delivery of your wood floor and related materials. This guide applies specifically to residential freight deliveries where the customer is responsible for hand unloading.

Overview of Delivery Process

The most common and practical delivery method for our customers is to coordinate with their General Contractor or Builder, who can use their crew, tradespeople, or temporary labor to hand-unload the wood floor, adhesive buckets, and supplies, and bring them safely inside the home or jobsite. Our floor bundles are long (often over 8 feet) and weigh approximately 60 lbs each. Because of this, liftgates are often not suitable.

Remember, all delivered materials must be brought immediately into a climate-controlled environment. Do not leave or store any items in garages, basements, or outdoor spaces.

What to Expect Upon Delivery

When receiving a residential freight delivery that requires hand unloading, please keep the following in mind:

- **No Dock or Forklift:** Residential locations generally lack loading docks or forklifts, so hand unloading is typically necessary.
 - **Customer Responsibility:** You are responsible for unloading all materials from the truck and moving them into a climate-controlled space.
 - **Driver Assistance is Limited:** Drivers may use a pallet jack to move items to the back of the truck but are not obligated to assist further.
 - **"Driver Assist" Fee:** If you ask the driver to help unload, the carrier will charge a *driver assist fee*.
 - **Liftgate Option (if available):** A liftgate can lower pallets to the ground but may not accommodate our longer bundles. This service, if requested, often comes at an additional cost and must be confirmed in advance.
 - **Time Limit for Unloading (Waiting Time):** Freight carriers typically allow 15–30 minutes per pallet, or 1–2 hours total. Additional waiting time will result in extra charges.
 - **Scheduled Delivery Appointment:** Residential deliveries require appointment scheduling. The carrier will contact you directly to arrange a delivery window.
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Pre-Delivery Site Verification – Required

Before we can release your flooring for delivery, we must confirm that your **house or job site meets the environmental conditions required for prefinished hardwood floor delivery and acclimation**.

Steps to Complete Before Delivery:

1. Submit the Site Readiness Form

The ***Pre-Delivery Site Verification*** form must be filled out and submitted by the **General Contractor, Builder, or Homeowner** at least **10 days prior to the scheduled delivery**.



2. Delivery Approval

We will **not release the flooring for delivery** unless the jobsite passes inspection and meets at least the **minimum environmental requirements** necessary for product protection and proper acclimation.

How to Prepare

To ensure smooth and efficient delivery, we recommend the following:

1. Arrange Labor Ahead of Time

Pending the size of your wood floor order, have 3–5 capable individuals available to unload the shipment. This is especially important for large or multi-pallet deliveries.

2. Understand Your Service Level

Know what services are included in your delivery — *liftgate, driver assist, and waiting time* are typically not included unless specially arranged.

3. Clear the Delivery Area

Ensure the driveway is accessible for a 53-foot freight truck and clear all pathways for safe and efficient unloading. If your home is located in a tight or restricted-access area (e.g., narrow streets, steep driveways, cul-de-sacs), please let us know in advance. In such cases, we can arrange to have the delivery split into multiple smaller trucks to ensure successful delivery.

4. Plan for Proper Storage

All materials must be brought immediately into a climate-controlled environment. Do not leave items in garages, basements, or outdoor spaces.

5. Inspect Your Shipment

Before signing the Bill of Lading, check for visible damage or missing items. Note any issues on the form and take photos if needed.

6. Stay in Communication

Provide accurate contact information and notify us and the freight carrier of any access limitations (e.g., narrow streets, steep driveways, gate codes, etc.).

Questions or Need to Update Your Delivery Info?

Please contact us with questions or updates at least **7 days prior to your scheduled delivery**.



Call Us: 866.554.4252



E-mail: sales@signaturehardwoods.com

If you're unsure about your delivery options or need help preparing, please feel free to contact us in advance. We're here to help make the process as smooth as possible.

