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## Residential Freight Delivery - Customer to Hand-Unload

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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.

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### 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, you are responsible for unloading all materials from the truck and moving them into a climate-controlled environment. Do not leave or store any items in garages, basements, or outdoor spaces.

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### 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.
  - **Driver Assistance is Limited:** Drivers may use a pallet jack (if available or requested) 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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### How to Prepare

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

#### 1. 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. Kindly review the attached below **"Job Site Requirements for Prefinished Hardwood Floor Installation"** to ensure the site is fully prepared for delivery and installation.

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**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. 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.

**4. 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.

**5. Inspect Your Shipment**

Before signing the **Bill of Lading**, please inspect the shipment for any **visible damage or missing items**. Note any discrepancies, damage, or issues directly on the Bill of Lading form and take photos if necessary.

Please be aware that the transportation company will not honor any claims for concealed damage — **only damage documented on the Bill of Lading at the time of delivery will be accepted.**

**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.).

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**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](mailto: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.

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## Job Site Requirements for Prefinished Hardwood Floor Installation

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We strongly recommend that our handcrafted, prefinished French Oak wood floors be installed at the final stage of construction, alongside carpet installation.

To ensure optimal results, the wood floor should be acclimated for a **minimum of 10 days in climate-controlled stable living conditions**, rather than the unstable conditions typically found during construction. Proper timing of installation is essential to prevent costly repairs or replacements and is critical to achieving a successful outcome and ensuring total customer satisfaction.

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Before your floor can be delivered and installed, the following requirements must be met:

- ☐ **The central HVAC system (furnace and a/c) must be on and running for a minimum of 30 days.**
  - ☐ **All wet setting work that includes dry wall installation, taping, priming, painting, tile, stone, etc. – must be completed minimum 2 weeks prior.**
  - ☐ **All walls are primed and painted.**
  - ☐ **All spray painting is completed.**
  - ☐ **All trim work is completed and painted.**
  - ☐ **Kitchen cabinets are installed on ¾” plywood or provided wood floor blocks.**
  - ☐ **Built-in cabinet work is completed.**
  - ☐ **Baseboards are installed and painted (base shoe to be installed after the wood floor).**
  - ☐ **RH Factor (Relative Humidity) in the residence must be between 35% and 50%.**
  - ☐ **Plywood subfloor MC (Moisture Content) must be between 8% and 10%.**
  - ☐ **Plywood subfloor must be dry, clean and free of construction debris, dirt and residue.**
  - ☐ **You must have a designated area in the house for hardwood floor storage during acclimation.**
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Our dedicated Project Coordinator will work closely with you or your General Contractor during and after installation to ensure the highest level of service and quality.

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Should you have any questions or concerns, please feel free to contact us at any time:

 Call Us: 866.554.4252

 E-mail: [sales@signaturehardwoods.com](mailto:sales@signaturehardwoods.com)

We're committed to providing a safe, professional, and efficient experience — thank you for helping us make that possible.

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