



handcrafted european wood floors

GUIDELINES

Residential Freight Delivery Guide - White Glove by Signature

Thank you for your order! We're pleased to offer our **White Glove Delivery Service**, which includes **hand unloading by our company crew** and careful placement of your flooring and supplies inside your home or job site.

Please read the following information to help ensure a smooth and successful delivery experience.

What to Expect from White Glove Delivery

Our White Glove Delivery includes the following:

- **Delivery by our trained crew** directly to your residence or jobsite
- **Hand unloading** of all hardwood flooring bundles, adhesive buckets, and supplies
- **Placement of materials inside a designated climate-controlled area**
- **Cleanup of packaging debris**
- **Pre-delivery communication and coordination** to confirm access and site readiness

This premium service is designed to minimize your workload and ensure your flooring is handled with the utmost care and professionalism.

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. On-Site Inspection

Approximately **24 hours prior to delivery**, a member of our team will visit the site to **verify that temperature, humidity, and general jobsite conditions meet minimum standards** for hardwood flooring delivery and storage.

3. 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 for Delivery Day

1. Confirm Site Access

Ensure the driveway and entrance are clear and accessible for our delivery crew and vehicle. If your property is in a restricted area (e.g., narrow street, gated community), notify us in advance.

2. Designate a Climate-Controlled Storage Area

Identify a dry, secure space inside the home or jobsite where the materials will be placed. This area must be **fully climate-controlled** (not a garage, porch, or basement without proper conditioning).



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3. Protect Finished Surfaces

Consider covering any delicate flooring or trim in the path of delivery. Our crew will take care, but protective measures help minimize risk in finished homes.

4. Be Present or Arrange for Representation

A homeowner, contractor, or designated representative must be on-site to receive the delivery, direct placement, and confirm the condition of materials.

5. Provide Access Information (If No One Will Be On-Site)

If prior arrangements have been made and **no one will be present at the jobsite during delivery**, please provide all necessary **access details** at least 24 hours in advance, including:

- Garage opener code
- Key lockbox location and code
- Alarm code and instructions (if applicable)

This ensures our crew can safely and efficiently complete the delivery as planned.

6. Inspect Materials Upon Arrival (If Present)

Our team will assist in verifying item count and visual condition at the time of delivery. Any concerns will be documented immediately.

Additional Notes

- Delivery service **does not include installation**. Placement is limited to moving materials into the designated storage area only.
- If jobsite conditions are found to be unsuitable during inspection or upon arrival, **delivery will be postponed** and rescheduled once the site is compliant.
- Failure to submit the Jobsite Requirements Form on time may result in **delivery delays or rescheduling fees**.

Questions or Need to Update Your Delivery Info?

Please contact us with questions or updates at least **48 hours prior to your scheduled delivery**.

Call Us: 866.554.4252

E-mail: 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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