



SHIPPING AND DELIVERY

We ship your order using the most economical and reliable trucking method for your particular location. While we often use flatbed trucks for larger orders or those with long timbers, the majority of our shipments are carried by common carriers using box trailers. Whichever type of truck is used though, our orders are generally packaged the same way, and you are responsible for unloading the order from the truck. This isn't as daunting as it may seem – just have a few extra hands at your site when the truck arrives, as common carrier drivers will not assist in the unloading of your order.



As your order is milled, we create “hand-bundles” which can be picked up by 1 or 2 people with ease. These bundles are marked with a quantity on the end, and are usually 12' to 14' long.

The bundles are stacked on a skid, and then we strap everything together using steel banding to prevent shifting during transport. The skid is then enclosed with our breathable lumber wrap, and the ends are shrink-wrapped. When the truck arrives, you see something like this (image below).

For residential deliveries: Depending on weather and your driveway conditions, it is up to the discretion of the delivery driver on where to unload your order. Most often they will deliver at the curb of the driveway, however, when they arrive you can discuss your specific options to determine what will be best for a safe delivery.

Give a quick inspection for visible damage and note any damage on the bill of lading, then cut away the outer wrap with a utility knife. Next, carefully cut the steel bands with a pair of tin snips, and then pass the hand-bundles to your helpers on the ground. You'll be surprised how quickly the process goes! Since trucking companies limit unloading time to one hour, remember to get the wood off the truck first, and then move it indoors or where it will be needed for your project. If you're unloading in inclement weather, don't worry about a few raindrops, but keep things covered as best you can during the process.

