



SHIPPING & RECEIVING

We ship your order using the most economical and reliable trucking method for your particular location and delivery needs, typically through third party carriers whom we have long standing relationships with. While we trust that their timelines and estimated delivery dates are accurate, they are subject to change depending on factors outside of our control. We will do our best to mitigate any issues that arise (we hope they don't!) but cannot guarantee anything more than the information they provide.

Before we are able to confirm shipping arrangements:

- All invoices must be paid in full.
- Delivery Details must be completed.

Once your order has been shipped:

- You will be notified via email that your order is on its way.
- The carrier, tracking information, and estimated transit time will be included.
- Please note that we cannot guarantee a phone call from the driver prior to their arrival. Please be prepared on the estimated date of delivery at the start time of your receiving hours.

What to expect when your order arrives:

- Your material will arrive on pallets; hand-bundled, strapped, and wrapped in breathable lumber wrap.
- All deliveries are curbside, meaning drivers are not expected, nor able to back into driveways, drive directly to the jobsite, or anywhere that is not amenable to their truck and relative size.
- **It is your responsibility, as the purchaser, to unload the material from the truck when it is delivered. Our third-party carriers are unable to supply machinery or labor. If a forklift is unavailable to you, our material is kindly hand bundled, allowing for 2 able bodies to unload by hand.**

What to do after you have unloaded your order:

- Take ample time to inspect your material, noting the product, milling, and color are correct, and that there is no visible damage. ***If there are any issues with what you received, please reach out to our Customer Experience team within 72 hours.*** This allows for the best opportunity of a timely resolution.
- If there is any damage sustained to the pallets during transit, note this on the BOL *before* the driver leaves. This allows us to put in a claim with the carrier to ensure this damage is covered accordingly.

If you will be storing your material prior to acclimation and installation:

- Material must be stored per the install guidelines. Excessive exposure to sunlight, water, or any other weather-related circumstances can cause expansion, contraction, cracking, fading, etc.
- Do not stack pallets on top of one another for a long period of time.
- Please note that the wood will weather and age while it is stored, just as it would if it was installed.

When you are ready to install:

- Our Installation Guide is the best resource to ensure installation is done correctly, easing the possibility of issues with your material down the road. There are specific requirements set out by our technical team that are non-negotiable when working to install our products. Please read this guide carefully. If these recommendations are not followed, there is little we can do to help if an issue should arise due to incorrect installation methods.
- Acclimation is just as important as installation method. Please be sure to follow our recommendations for appropriate acclimation time.

We are here to help!

Customer Experience Team

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pioneermillworks.com