

ABOUT

UNDERSTANDING FREIGHT

Shipping furniture notes and information.

For freight quotes: e-mail freight@justchair.com

TYPES OF FREIGHT

Small- Parcel / Ground: Boxed items. Normally less than 24" x 24" x 40" to avoid oversize charges. Max ground size for example is 24" x 24" x 58".

Medium- LTL: Less than truckload, palletized freight, Minimum of 150 lbs. Ships from terminal to terminal, then is delivered via a local truck having multiple stops in the area. Normally Limited to 6 pallets or less.

Large- FTL or Dedicated Truck: Full truck load 26' or 53'. Items are not palletized. They will hand-stacked (floor loaded), loose or boxed.

DELIVERY

Small- Parcel / Ground: Packages are picked up and delivered to the door of the receiver.

Medium- LTL: Less than truckload. These normally arrive at the discretion of the trucking company. 4 hour appointment windows can be arranged as an added service with an extra day of shipment time.

Large- FTL or Dedicated Truck: Full truck load. Items are not palletized. They are normally floor loaded (loose) or boxed.

Unloading: The truck driver is required to open the back of the truck only. The receiver is responsible for removing the items and packaging from the truck within an hour of arrival.

Special services (additional charges): Limited delivery sites, gated areas, lift-gates, unloading, inside delivery, extended wait time, installation, to name a few.

THINGS TO CONSIDER FOR LTL/FTL/ DEDICATED TRUCK:

Unloading: Have plenty of help for unloading. Normally two people in the truck and two people accepting the furniture then walking it in. Note that for most furniture, it is easier to hand off at truck height, than using a lift-gate.

Inspection and damage: NEVER refuse. It can delay replacements or repairs for weeks as the freight company tries to reroute. Always photograph and notate any visible damage on the bill of lading when you sign.

Concealed damage: The driver is not responsible to wait for inspection inside the packaging. Please provide descriptive photographs and e-mail your sales rep as soon as discovered.

Repairs and replacements: Furniture is often built-to-order and highly modular. Many of the damaged components can be quickly replaced without complete remanufacture of the entire unit.

