

Commercial Freight Shipments differ greatly from residential deliveries. Please review below.

Types of Freight

1) Small Freight: Parcel / Ground: Boxed items that ship by parcel carriers (such as UPS or FedEx). These are typically smaller packages that stay under common oversize thresholds.

- Typical package size to avoid oversize charges: under 24" x 24" x 40"
- Example maximum ground size (varies by carrier/service): 24" x 24" x 58"
- A chair will normally ship Ground
- A barstool will often ship LTL due to dimensional weight (often charged at approximately 240 lbs dimensional weight)

2) Medium Freight: LTL (Less Than Truckload): Palletized freight, generally for shipments too large or heavy for parcel.

- Typically, 150 lbs. minimum (can be less but will ship at 150 lb. costs)
- Ships terminal-to-terminal, then is delivered locally on a truck making multiple stops
- LTL pricing is commonly based on hundredweight (CWT)
- Cost per pound generally decreases as shipment size/weight increases
- Carriers may limit the number of pallets per shipment (commonly 4, 6, or 8 pallets, depending on carrier)
- Larger orders often move to FTL (Full Truck Load, or dedicated truck)

3) Large Freight: FTL / Dedicated Truck: Full truckload freight for large shipments.

- Common trailer sizes: 26' or 53'
- Items are typically not palletized
- Freight is typically floor-loaded (loose) Individual items may be boxed:
- Pricing is quoted by the truckload

Delivery Expectations

Small Freight: Parcel / Ground

- Packages are picked up and delivered to the receiver's door
- Delivery timing is at the carrier's discretion. Morning delivery may be requested (UPS/FedEx) at an additional cost
- Online tracking is typically available

Medium Freight: LTL (Less Than Truckload)

- Delivery timing is generally at the trucking company's discretion
- 4-hour delivery appointment windows may be arranged as an added service. This typically adds at least one day to transit time
- Online tracking is typically available
- The driver is typically required to open the back of the truck only, but the receiver is responsible for removing items and packaging, generally within the allotted unloading time (about 1 hour)
- Inside delivery and lift-gate service can be requested at additional cost

Large Freight: FTL / Dedicated Truck

- Freight may be floor loaded (loose) or boxed
- Pricing is quoted by the truckload
- Online tracking is usually not available. The driver's cell phone or dispatch contact is typically provided for delivery coordination and scheduling (texting the driver is best for communication)
- The driver is typically required to open the back of the truck only, but the receiver is responsible for removing items and packaging, generally within the allotted unloading time (about 1 hour)
- Inside delivery and lift-gate service can be requested at additional cost

Common LTL Special Services (Additional Charges Apply)

Additional fees may apply for special delivery conditions or added handling, including but not limited to:

- Limited-access delivery sites
- Gated areas
- Lift-gate service
- Unloading assistance
- Inside delivery
- Extended wait time

In general: Any extra work, delay, or service beyond standard dock/curbside delivery may result in additional charges.

Important Considerations for LTL / FTL / Dedicated Truck Shipments

Unloading Preparation

Please have adequate help available for unloading.

- A common setup is:
 - Two people in the truck
 - Two people receiving and moving furniture inside
- For most furniture, it is often easier to hand off items at truck height rather than use a liftgate

Inspection and Damage

Do not refuse delivery due to damage. Refusing freight can delay replacements or repairs for weeks while the freight company reroutes and processes the shipment.

At delivery:

- Photograph all visible damage
- Note all visible damage on the Bill of Lading (BOL) before signing

Concealed Damage

The driver is not required to wait while the shipment is unpacked and inspected inside the packaging.

If concealed damage is discovered:

- Take clear, descriptive photographs
- Email your sales representative as soon as possible

Repairs and Replacements

Most furniture is built-to-order and highly modular. In many cases, damaged components can be replaced quickly without remanufacturing the entire unit.