

EXTREMELY IMPORTANT – YOU MUST READ

Thank you very much for your order. Please read carefully.

- Delivery dates, whether stated on our site, emailed to you, or stated orally by one of our staff, **are estimates only. These dates can and do change. Please be prepared for this.** Although we meet estimated delivery dates for the vast majority of orders, we cannot guarantee them due to production or trucking delays beyond our control.
- **Please do not make reservations with contractors or plan social events around your structure until it is delivered to your home.**
- Confirm your drawings have the correct shipping address and contact cell phone number.
- Your structure will ship to you in a very large crate on a wood skid. The crate is covered with industrial strength shrink wrap to protect it from the elements. The weights and sizes of our crates vary widely depending on size and model. Weights range from under 1,000 lbs. to over 5,000 lbs. Sizes range from 2ft x 2ft x 8ft to over 5ft x 5ft x 30ft.
- Please notify us now if your street has limited access, dirt roads, dead-ends, gated communities, etc. so that we may confirm delivery capability with the carrier.
- Prior to assembly, do not store the individual wood components of your structure in contact with the ground, concrete, or other moisture wicking surfaces, as this may warp the wood.

We will ship your structure to you either via i) motor freight, ii) shop truck, or iii) OTRA, as follows:

MOTOR FREIGHT

1. When your structure ships, we will give you a tracking number and a link to a web page where you can track your shipment. The delivery date reported by the carrier's tracking system is usually the date your crate will arrive at the carrier's terminal nearest to your house, not at your house.
2. When your crate arrives at the terminal nearest you, the carrier **will call you** to schedule a specific delivery time. They typically give you a few days' time to accept delivery. Thereafter the carrier typically will charge you a storage fee usually ~\$150/day. For commercial delivery locations, some carriers may not call ahead, so please take the initiative and call them directly.
3. Our crates are too big for a liftgate (that platform you see on the back of appliance trucks that moves up and down). But where possible we try to secure forklift delivery. Forklift delivery is a service where a truck with an attached forklift arrives at your home. The forklift places the crate curbside or immediately adjacent thereto. Ask us today if this is available at your address.
4. If forklift service as noted in #3 above is not feasible for you, **you will be responsible for unpacking and/or unloading your structure.** You have several options, including:
 - A. hand offload the components piece by piece (for small/medium pergolas only, not pavilions)
 - B. hire a local flatbed tow truck company (i.e., "wrecker"). This option is convenient and usually will only cost you about \$200. (see first attached graphic)
 - C. drive to the carrier's terminal with a trailer and have them load the crate onto your trailer
 - D. rent or borrow a forklift or skid loader (see second attached graphic)

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5. Option “A” above (hand offload) is fine for small/medium pergolas but not possible for pavilions and larger structures. If you choose Option “A”:
 - A. have wire cutters available to cut wire straps
 - B. have a standard claw hammer or crowbar to open an oversize crate
 - C. the truck driver may not have tools and may be prohibited from helping you
 - D. have two able-bodied men. Two able-bodied men can unload a 12x12 red cedar pergola in under 15 minutes
 - E. you must remove the crate from the trailer
 - F. stack the components as nearest to curbside as possible. Once the truck has left, move them to your backyard
6. You will need to accept and unload your structure **on a weekday between the hours of 9:00am - 5:00pm.** Motor freight carriers only offer these times.
7. The carrier may arrive unannounced at your home. If your carrier does this, and you are unprepared to accept delivery, tell the driver to bring it back another day after they schedule an appointment with you.

SHOP TRUCK

- One of our shop trucks will leave a crate in your driveway for unpacking thereafter at your convenience. You do not need to be present when the crate is delivered.
- Someone from the shop will contact you 1-2 days before the shop truck leaves to give you an estimated delivery window. The driver usually calls from the road when they are about an hour away from you.
- You may request a shop truck delivery for:
 - CT, DE, FL, GA, IN, MA, MD, NC, NJ, OH, PA, RI, SC, VA
 - Upper IL, lower MI, lower NH, lower NY, lower VT
 - Less frequent trips to AR, KY, ME, MO, OK, TX, WI, WV
- Fiberglass pergolas do NOT ship via shop truck. They ship only via motor freight.

OTRA

For States West of the Mississippi River, we often ship your structures via **On the Road Again (“OTRA”)**. OTRA is the business name of an independent carrier owned by husband and wife (and drivers) Dana and Becky. They own their own 75ft flatbed truck, equipped with a forklift. OTRA is licensed and insured, very experienced, and very good at what they do. We have been using them for years with great success.

Dana and Becky do not issue tracking numbers but provide a GPS link that allows you to track their progress across country. They also will call you from the road to tell you when to expect them.

OTRA will place the crate curbside without your assistance. OTRA does not have ability to schedule delivery dates to your preference. OTRA may deliver your structure on a Saturday or Sunday.

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FIBERGLASS PERGOLAS

Fiberglass pergolas do NOT ship by shop truck or OTR. They ship by motor freight only. We often can secure forklift delivery at your location. But if we cannot, please be prepared: read the motor freight section above carefully and read the five bullet points on the top of page 1 of these instructions (they apply as well). Ask us today if forklift service is available at your address.

FINAL POINTS

- The carrier or we may advise you of a delivery date, only to cancel or postpone it, causing you to lose time, money and possibly a day off from work (painful for us to write this sentence, but it has happened on rare occasion).
- **If you are a tradesman, please tell your customers that delivery dates are estimates only and may change.**
- Please save these instructions and re-read them in a few weeks' time.

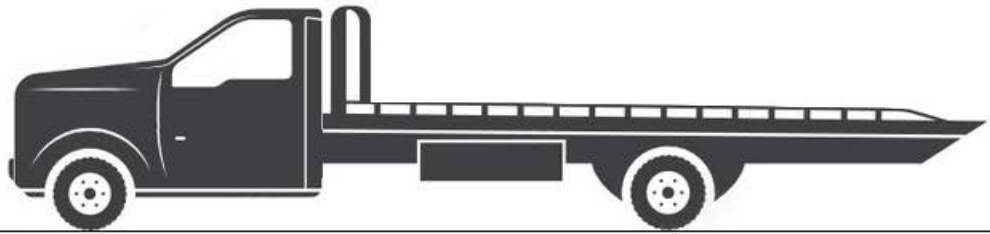
Whew! That was a lot. Thank you for reading this. We have found that delivery goes MUCH smoother when you are prepared.

Thank you again for ordering through us. If you have any questions, please call us at (800) 403- 9259.

The Team at Pergola Kits USA.

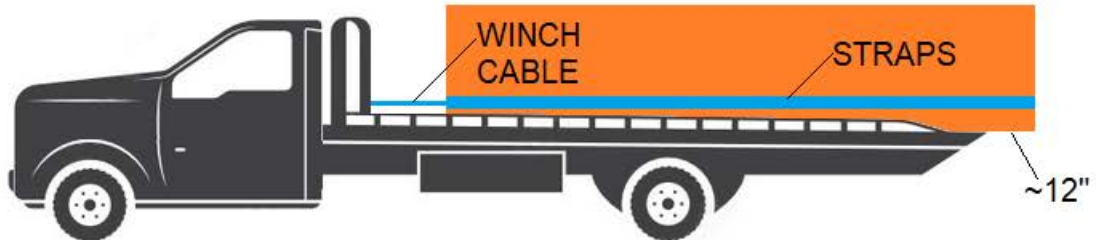
PICKUP AND DELIVERY WITH TOW TRUCK (a/k/a "WRECKER")

Step 1: Arrive at the carrier's freight terminal with the consignee*. If the consignee is not with you, ensure the shipper (Pergola Kits USA Inc.) has given the carrier written approval to release the freight to you.

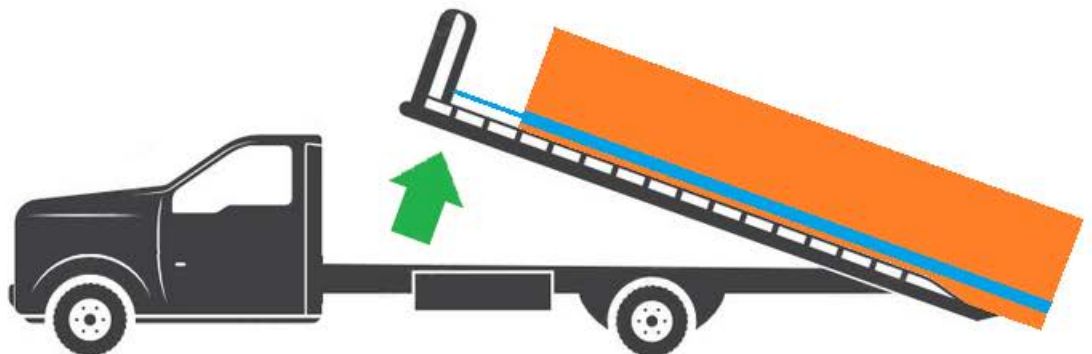


* the consignee is Pergola Kits USA's customer

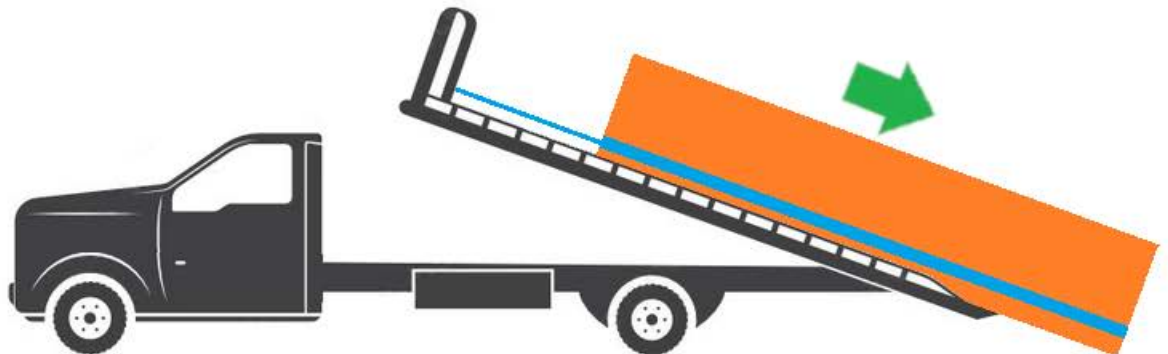
Step 2: Have an operator at the terminal load the crate to your truck. Secure the crate with your winch and straps. It is helpful if approximately 12" of the crate hangs off the back of the bed. This makes drop off a bit easier.



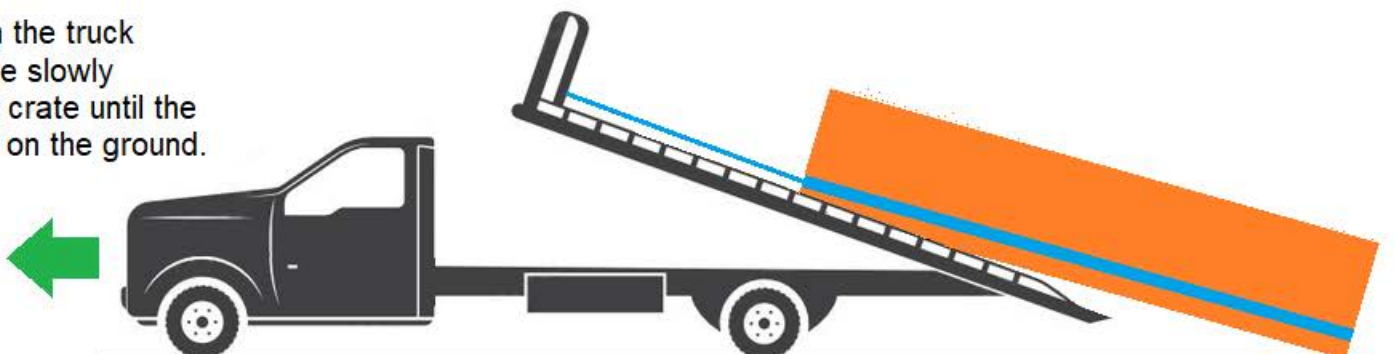
Step 3: Arrive at the drop-off location, back into the area, stop the truck. Tilt the bed of the truck up.



Step 4: Slowly lower the crate until it touches the ground.



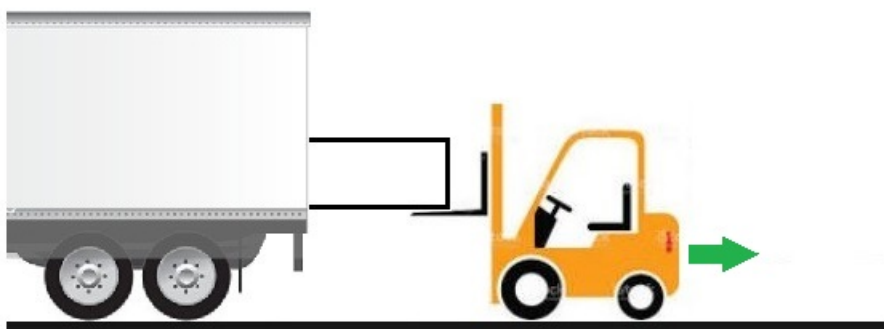
Step 5: Inch the truck forward while slowly lowering the crate until the crate is fully on the ground.



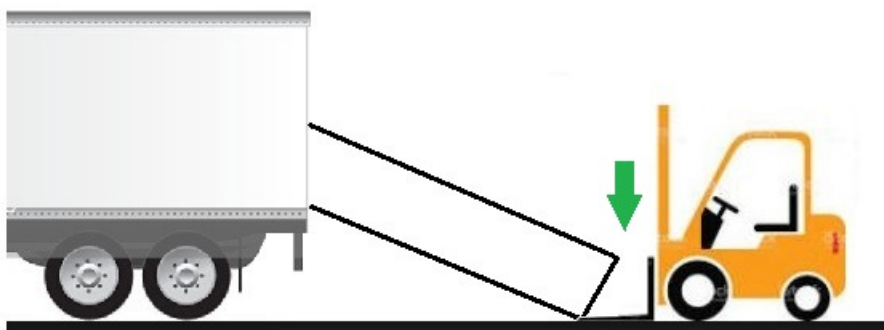
Step 6: High fives all around. Job well done.

USING A FORKLIFT TO REMOVE A CRATE FROM A TRACTOR TRAILER

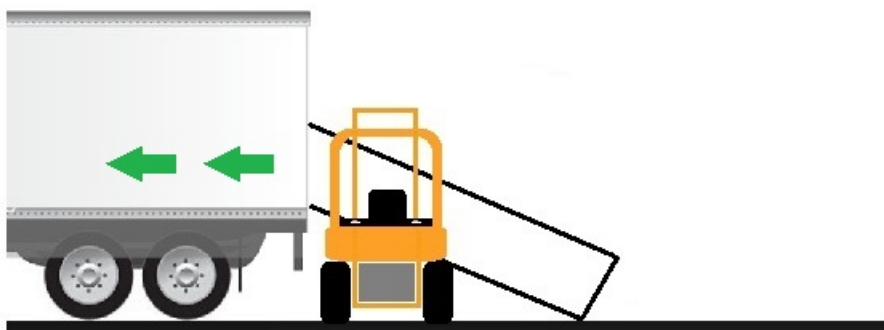
STEP 1



STEP 2



STEP 3



STEP 4

