



EXTREMELY IMPORTANT – YOU MUST READ

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

- We need you to approve a set of shop drawings that you are comfortable with before we proceed with fabrication. Please review the attached drawings and either approve them or respond with comments.
- Please confirm your drawings have the correct shipping address and contact cell phone number.
- Delivery dates, whether stated on our website, 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 supply 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.**
- 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 weight of your crate may range from under 1,000 lbs. to over 5,000 lbs. and the size from under 2' x 2' x 8' to over 8' x 6' x 30'.
- 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 direct contact with the ground, concrete, or other moisture wicking surfaces, as this may warp the wood. Leaving the components on the skid is OK.

We will ship your structure to you via i) shop truck, ii) private hauler, or iii) motor freight:

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.
- **Please add the drivers' cell phone numbers to your contacts list of your cell phone.** This will prevent driver calls from being labeled as spam during the critical hours approaching your location. The driver numbers are: (484) 364-1832, (484) 753-1589 and (717) 430-3595.
- You may request a shop truck delivery for AL, AR, CT, DE, FL, GA, IL, IN, KY, LA, MA, MD, MO, MS, NC, NJ, OH, OK, PA, RI, SC, TN, TX, VA, WI, WV, lower MI, lower NH, lower NY, lower VT. Less frequent trips to IA, KS, ME, MN, NE and northern MI, NH, NY, VT.
- Fiberglass pergolas do NOT ship via shop truck. They ship only via motor freight (please see below).

PRIVATE HAULER

- For States West of the Mississippi River, we usually ship via one of two private haulers: On the Road Again (“OTRA”) or E&L Hauling. These haulers have been working with us for years. Both use trucks equipped with a forklift.
- These haulers do not issue tracking numbers. However, OTRA may provide a GPS link that allows you to track their progress across country. They will call you or text you from the road to tell you when to expect them.
- These haulers will place the crate curbside without your assistance. They do not have ability to schedule delivery dates to your preference. They may deliver your structure on a Saturday or Sunday.
- Fiberglass pergolas do NOT ship via private hauler. They ship only via motor freight (please see below).

MOTOR FREIGHT

- All fiberglass kits ship via motor freight. Only 5% of our wood and vinyl kits ship via motor freight. For motor freight, we can arrange for the forklift option at most locations. Please ask us today if forklift service is available at your address.
- If your structure ships via motor freight, please [click here to read our “MOTOR FREIGHT DETAILS PAGE”](#).

FINAL POINTS

- A 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 admit, but it has happened on rare occasion because independent carriers are, by their nature, independant).
- **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.



MOTOR FREIGHT DETAILS PAGE

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

1. This page is an addendum to our two-page delivery document. Please read it first. It is titled "EXTREMELY IMPORTANT – YOU MUST READ" 😊
2. If your structure ships **via motor freight**, we will give you a tracking number and a link to a web page to track your shipment. The delivery date displayed by the carrier is the date your crate will arrive at the carrier's terminal nearest to your house, not at your house.
3. When your crate arrives at the terminal, the carrier **will call you** to schedule a delivery date. They give you a few days' time to accept delivery. Thereafter they will charge you a storage fee of ~\$150/day.
4. **Forklift option**: For almost all locations we can arrange forklift delivery. This is when a truck with an attached forklift arrives at your home. The forklift places the crate curbside or immediately adjacent thereto which is extremely convenient. Ask us today if this is available at your address. If the forklift option is not available in your area you have the following options available to you:
 - a) **Hand-offload option**: Unpack and hand-offload your kit from the trailer piece by piece. This option is convenient for small/medium sized wood pergolas and fiberglass pergolas only. We **do not** recommend hand-offloading pavilions, larger sized wood pergolas, or structures with glulam headers.
 - have wire cutters available to cut wire straps and a standard claw hammer or crowbar to open an oversize crate. The truck driver may not have tools and may be prohibited from helping you.
 - have two able-bodied men to hand-offload. They can unload a standard 12x12 red cedar pergola in under 12 minutes.
 - stack the components as nearest to curbside as possible. Once the truck has left, move them to your backyard. You must remove the crate from the trailer.
 - b) **Terminal pickup**: If you have or rent a trailer, drive to the carrier's terminal with the trailer and have them load the crate onto your trailer.
 - c) **Your own forklift**: offload the crate from the delivery truck at your location using a forklift at your worksite or rent/borrow a forklift.
 - d) **Local flatbed**: hire a local flatbed tow truck to pick up your crate at the terminal. Many customers have found this option convenient. The tow truck company charges about \$200. Ask us for our one-page pictorial illustration that explains this procedure.
5. You will need to accept your crate **on a weekday between the hours of 9:00am - 5:00pm**. Motor freight carriers do not offer evening or weekend delivery.
6. If the carrier arrives unannounced at your home, and you are unprepared to accept it, tell the driver to bring it back to the terminal and schedule an appointment with you.
7. Please read and be mindful of the seven bullet points on the top of page 1 of our two-page delivery document titled "EXTREMELY IMPORTANT – YOU MUST READ" 😊

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.