
RECEIVING YOUR FLOORING

SCHEDULING YOUR DELIVERY

We ship all of our flooring via LTL (less than a full load) common carrier. These carriers can deliver your flooring to your home, your contractor's warehouse, or hold it for pick up at the local trucking terminal. Sometimes installers and contractors like to pick up the flooring from the local terminal. This must be done soon, however, to avoid storage fees. When your flooring reaches the local terminal, the dispatch office will call you to schedule your delivery. Usually they like to deliver your floors within 2-3 days, so it is best to plan your delivery for a time when you can receive the flooring.



INSPECTING YOUR DELIVERY

When your flooring arrives, it is important to inspect each pallet of flooring for damage that may have occurred during shipping. Look for torn plastic or impacted corners and sides. In the rare instance that the flooring has some damage, carefully document the damage on the paperwork the driver will have with him. This documentation will make claims much easier for us later. Oak & Broad will not wait for claims to replace that damaged portion of your flooring. We will quickly make and send replacement flooring for your project.



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STACKED AND WRAPPED

Your flooring will be stacked and wrapped in bundles on a 10' pallet. Each individual bundle is designed to be removed from the total stack on the pallet and carried into your home. The entire pallet will be wrapped in heavy plastic and protective cardboard. For safety during shipping, steel bands will be wrapped around the pallet and flooring. Pre-finished flooring will have additional protective foam sheets between the plank faces.

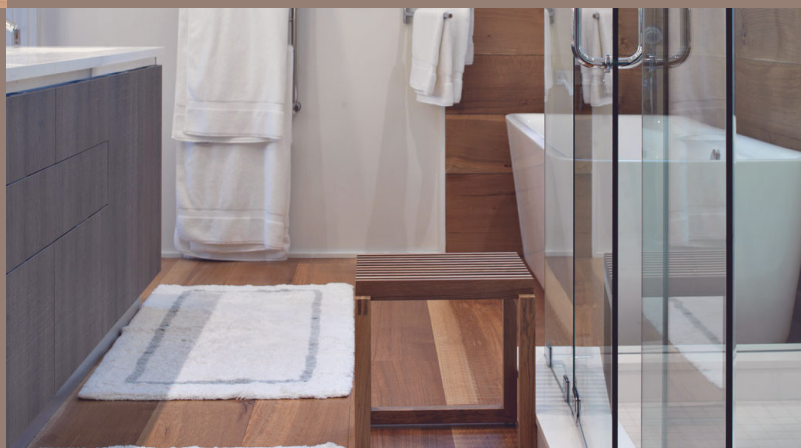


WHAT YOU NEED FOR DELIVERY

It is important to have helping hands to unload your flooring from the truck and carry it into your home. Often the flooring contractor or project manager will have a team that can do this for you. Oak & Broad flooring is long length flooring. Pallets of flooring are typically 10'-12' long and will not fit on a truck lift gate. It is a good idea to have 2 or 3 people helping you unload the bundles of flooring. To begin removing the flooring bundles from the pallet, you will need a pair of tin snips to cut the metal bands holding the bundles together on the pallet. It would also be helpful to have a garbage bag available to put the plastic wrapping and cardboard in once it is removed. Remember to retain any paperwork you find in the pallet wrapping in case you need it later. A forklift can be used for a residential delivery but keep in mind the flooring arrives on a long enclosed "van truck" not a flat bed. This means lifting the flooring from the back will require longer forks to do so.

STORING YOUR FLOORING

Your flooring bundles should only be stored in a climate controlled environment once they arrive. While waiting for the flooring to acclimate, it is a good idea to put the flooring in the rooms in which it will be installed. Remember to follow all National Wood Flooring Association guidelines for a smooth and successful installation.



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