

# PACIFIC GLASS BLOCK WINDOWS, LLC

## SHIPPING INFORMATION & POLICY

Pacific Glass Block Windows goes to great lengths to ensure that our customers receive orders on time and in perfect factory condition. The combination of an excellent packaging system and our customer's full understanding of how we ship our products has provided an outstanding success rate for many years. However, on rare occasions, shipping problems can occur so please be aware of the following conditions, limitations and requirements:

**UPS SHIPMENTS:** Orders that are small and light (under 70 lbs.) can be shipped by UPS. UPS shipments are packaged with very durable materials to fully protect the product, and then completely covered with heavy-duty cardboard. UPS shipments can be delivered to most addresses, residential or commercial. BUILDER SERIES windows with 12 blocks and less and PREMIER SERIES windows with 9 blocks and less can be shipped by UPS.

**LTL TRUCK SHIPMENTS:** Orders that are too large and/or too heavy to ship by UPS are shipped by LTL (lighter than full load) common carrier truck. LTL truck shipments are shipped with each window standing on edge and steel banded to a custom made pallet. The entire pallet is then wrapped with clear plastic with the windows clearly visible, so there can be no concealed damage. If the shipment arrives in any other condition - with the windows loose, lying flat or if the clear plastic wrap is damaged - the shipment has been altered and you should inspect thoroughly for damage. The following photos show how LTL shipments should arrive.



### IMPORTANT NOTES:

- **If freight damage is not noted on the Bill of Lading when shipment is received, a claim for damaged freight cannot be submitted later.** It is the responsibility of the customer to inspect all shipments carefully for damage before signing for receipt of the shipment. Any damage must be noted on the Bill of Lading prior to your signature for receipt.
- Should a shipment arrive damaged:
  - a. Take digital photos both of the pallet and the damaged products before altering the packaging
  - b. Make complete and legible notes on Bill of Lading before signing
  - c. If all the products are damaged, refuse to accept the shipment
  - d. If only part of the shipment is damaged, receive the shipment, but make clear notes about any damaged products
  - e. Contact PGB immediately. Shipment of replacement products will be expedited
- Customer's assistance will be required to off-load LTL truck shipments.
- LTL truck shipments are designed to be shipped to commercial addresses that are accessible to large trucks and that have staff and equipment available to off-load heavy pallets. Residential and jobsite deliveries are sometimes possible, depending on the shipment and the delivery location. To request a non-commercial address delivery, contact PGB during regular business hours for full details about extra costs and requirements.
- LTL truck shippers cannot leave a shipment without a signature by the customer for receipt of the shipment. If the shipper cannot make delivery on the first attempt, extra charges may be added to your order.