



DELIVERY GUIDE

AVOID POSSIBLE BARRIERS ON DELIVERY DAY

This is an exciting time for you and your community, and here at Franklin Fixtures we strive to make delivery as smooth as possible so that you don't have any unexpected surprises on the big day. There are a few things that could provide a challenge on delivery if not noted before shipping.

Possible barriers for moving fixtures inside include but are not limited to:

- 90 degree turns or structural columns to maneuver around
- The height and width of the entry point to your store; will the fixtures fit through?

For the truck, possible barriers include but are not limited to:

- Outside obstacles preventing the truck from parking in front of or behind your store
- Low hanging tree limbs
- No-parking zones
- Loading zone time limits
- Heavy street traffic during certain times
- Steps or broken pavement from the loading zone to the entrance of your store*
- A long walk from the unloading zone to your store's entrance*

*Only a potential challenge for the truck if you have chosen inside delivery

If you think you may have some challenges on delivery day, email Darlene at dgoff@franklinfixtures.com for assistance.

TIPS FOR UNLOADING YOUR FIXTURES

- Fixtures should be placed on cardboard.
 - If there is cardboard under the fixture, you can tilt a tall fixture on its side to place it on a dolly or allow another person to get a grip.
 - If there is no cardboard, *never ever* tilt the fixture on its side. This is the leading cause of bottom damage.
- Do not lift the fixture from the top – lift from the bottom.
- Never leave an unattached tall fixture (over 48") standing without some adjacent support – indoors or out – a fall will lead to damage and possibly injury of others.
- These fixtures are heavy – do not try to lift one alone. Use two people for all moves.

WHAT SHOULD I DO IF SOME OF MY FIXTURES ARE DAMAGED?

Responsibility for the safe delivery of goods passes to the delivering carrier upon shipment (leaving Franklin's dock). That would be a 3rd party shipper or Franklin Fixtures, if we're delivering it.

Franklin Fixtures is typically the carrier for all Franklin Fixtures orders. If you have any concerns, please bring them up with your driver while he is on site. If you discover something later, email Darlene at dgoff@franklinfixtures.com.

If we're not the carrier and you're using a 3rd party carrier and you discover damage or shortage upon receipt of your order, you must file a claim with the 3rd party carrier; however, we will be more than happy to help.

For a successful claim with 3rd party shippers, it is imperative that you inspect your fixtures at time of delivery and note all damage on the Bill of Lading, then have the driver sign it. **We recommend including "SUBJECT TO INSPECTION" when signing the BOL even if you *don't* see any damage – this will cover you should there be concealed damage.**

If you would like assistance with the claim and repairs, email Darlene at dgoff@franklinfixtures.com with your order number, Bill of Lading, and all photos of damage so that we can help you resolve this issue and restore your fixtures as soon possible.

Have more questions? Call us at 931-400-0300 or email us at info@franklinfixtures.com