

Picking up your Franklin Fixtures directly from the plant?

Here's what you need to know:

First, congratulations on making it this far in your store's journey and Thank You for choosing Franklin Fixtures to be a part of it! You've trusted us with your vision and your money – we recognize and appreciate the extraordinary effort you're making to get the best of the best, directly from our dock.

Loading and unloading fixtures is hard, strenuous work! The benefit is that you're saving money (you business-savvy smartie!), getting peace of mind that your fixtures are packed to *your* specifications (what a load off your mind!), and controlling the delivery date to your store (calendar control – check!). Please read this document carefully, as we want you to be fully prepared and ready to enter our “manufacturing/loading zone.”

Plan to spend about two hours loading fixtures -- more if you have a large order. You can begin loading as early as 7 a.m. but we ask that you arrive before 3 p.m., as the shop closes at 5 p.m. We are in the Central time zone. Remember to wear appropriate shoes and apparel – our shop is not heated or cooled and it gets really hot in the truck.

Rental Trucks:

All rental box trucks are not created equally! You will need a dock-height truck, one that is compatible to our loading docks. We have two dock heights: 36" and 48". We recommend Penske as U-Hauls are not dock-height (remember, you're using the same docks that semi-trailers use). Check with your Franklin sales rep to determine what size truck to rent. An enclosed cargo trailer is not dock-height and strongly discouraged.

Blankets & Straps:

Don't forget to bring shipping blankets and straps to protect and secure your fixtures in transit. You can rent these from your rental truck provider or purchase them from a store like Harbor Freight. We recommend 2 blankets per fixture, more if it is a large, custom unit, and a minimum of one strap per fixture. We also recommend bringing cardboard or other cushioning material to be placed between the fixture and the truck wall. We *may* have some extra cardboard on hand, but we go through it so quickly that it's not a guarantee.

Hand Truck &/or Furniture Dollies:

Depending on what your fixture order consists of, you will need a hand truck and/or furniture dollies. We recommend hand trucks for items like tall bookcases and furniture dollies for items like counters. If available to you, an appliance dolly will make your work a bit easier than a hand truck, as they are rated for higher weights and have a security strap. Fixture shelves are bundled in sets of four, placed on a pallet and then wrapped. Typical orders will have just one pallet of shelves, but larger orders will have two. You are welcome to borrow our pallet jack to load the pallet of shelves.

Load Help:

Our business model is focused around streamlining and controlling costs. One of those areas is shipping; we have contracted with shippers to load their own trailers. As a result, we do not have a loading team/department. We encourage



you to bring help to load -- two people to load are typically appropriate. If this is not possible, please let your sales rep know and we will work it out. Please note that this is a strenuous and time-consuming task, so your load help should be in good physical health. We have relationships with a local mover who may have some help to lend – It's an important piece of preparation to which we'll need to jointly attend.

Sales Tax:

Sales tax may apply, depending on a number of factors. Let's figure out if we have to charge sales tax with some additional information from you.

Need Last-Minute Help?

Should you find that you're short on straps, blankets or load help, we can offer this items* the day of your pickup. The rates are as follows; please pay before you depart our dock.

- \$22 Hardwood Dolly – 1,000 lbs. capacity, 30" x 18"
- \$10 Regular Moving Blanket – 40" x 50-72"
- \$15 XL Moving Blanket – 72" x 80"
- \$18 Ratcheting Tide Downs – 400 lbs. capacity, 4 pk
- Load Labor – quoted upon request

*Subject to availability

Project Name

Signature

Date

Please return this signed agreement to your sales/project manager along with your deposit.