

Shipping & Handling Guide - FAQs

What type of truck will deliver my TBL PRO Product?

Most TBL PRO products will be shipped with a 52ft trailer to a local warehouse or location where it is possible to offload a truck. You will need to arrange for pickup. A warehouse forklift will load your crate into your truck or trailer.



Shown here is the box truck on the left to be unloaded, Pergola sample package below and how the Walls look out of the truck on the right. Always handle with care when handling the product.



How do I schedule my delivery appointment?

You will be given the estimated ship date and arrival date 3 – 5 days prior to shipping.

The shipping company will call you 1 or 2 days prior to delivery to schedule a time window for pick up.

Where can I track my shipment or check on my shipment?

Once your product ships it will have a tracking number and you can call (888)423-5325 or check info@tblprodiy.com for tracking updates and information. You will also be notified when your product arrives.

The shipment arrived but I noticed some parts were damaged.

What do I do?

TBL PRO takes great care in packaging and loading your product. Please make sure the crate is not damaged before signing off on the BOL (Bill of Lading). If it is, please check the contents for damage and make a claim with the carrier while you are there. Also, make a note on the BOL. Please take pictures of the damage and email images to info@tblprodiy.com. It is vitally important that you notify TBL PRO and the Warehouse/Carrier of any damage immediately.

What do I do with the leftover pallets, packaging paper or cardboard?

Disposal of all shipping and packaging materials are the responsibility of the purchaser and/or installer.

TBL PRO Unloading/Staging Guide

1. Please locate the Material List and cross reference quantities as you remove them from your trailer.
2. After all the parts are offloaded, please remove the shipping straps and cut the plastic/metal banding to release the sections. Carry only one box or component at a time. Stage these for assembly or installation.
3. If you ordered a Mosquito Solutions Sunroom or Executive Shed, the product will be packaged to facilitate installation. Packages will be banded together on a pallet with the lineal aluminum pieces on the top, walls next and roof panels on the bottom. This is the sequence in which you would be installing the product. Once the pallet is in position you can remove the band and handle the product with one person at each end to remove it and place it where you need it to go. You will only want to remove one component (wall or roof) at a time.
4. You are almost finished! After every component has been removed and unpacked, double check the Material List to make sure nothing important is missing. Then simply clean up any remaining trash and take the pallets away.

Congratulations. You have successfully offloaded your TBL Product! Please remember that assembly and installation documents and videos are available at www.TBLPROdiy.com.

Please share you feedback with us: Toll-Free 888-423-5323

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