



## SHIPPING & HANDLING GUIDE

### What type of truck is going to deliver my TBL PRO Product?

Most TBL PRO products will be shipped with a 52ft trailer to a local warehouse or location that has the ability to offload a truck. You may be required to arrange for pickup at the nearest terminal or off-site location. It may be possible with some products to be delivered to a local FedEx Distribution Hub for customer pick up. TBL Pro products are easy to handle as they made of Heavy Gauge Aluminum, Polystyrene and Vinyl.

### Who is responsible for offloading my TBL PRO Product?

If shipping to a local warehouse or terminal, they will typically offload the product until you arrive to pick it up. Please plan to have Two (2) able bodies to load/unload the kits. The estimated ship date and arrival date will be communicated to you prior to your ship date.



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?

We will be notifying you when the package is available 3 to 5 days prior to shipping. Please notify TBL PRO as soon as possible for a drop off/warehouse location that has been secured for the order to receive a timely arrival for pick up. The shipping company is instructed to call you or your third party contractor to schedule a specific time window for delivery and pick up. This phone call usually happens one or two days prior to the estimated delivery date. The shipping company will not be able to guarantee a specific delivery time but rather provide window for arrival and pick up. If you have contracted a certified installation contractor/company, the delivery appointment may be possible to be made directly with your contractor/ installer.

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

Please call (888)423-5325 or [info@tblprodiy.com](mailto:info@tblprodiy.com) for tracking updates and you will be provided with the tracking information.

### **The shipment arrived but I noticed some parts were damaged. What do I do?**

The TBL PRO takes great pride in packaging and loading your product. Please inspect your shipment prior to signing off on the BOL if possible while you are there. If you notice any damage as you offload, please take pictures of the damage and make a note on the BOL if possible while you are there. It is critically important you notify TBL PRO and the Warehouse/Carrier of any damage immediately. Please send your images by email [info@tblprodiy.com](mailto:info@tblprodiy.com).

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

All shipping and packaging materials and such as are the responsibility of the purchaser and/or installer.

## **TBL PRO UNLOADING/STAGING GUIDE**

Your order is packed with your name on the side walls, box ends, and color coded stickers or on any boxes. Please locate this document and cross reference quantities as you remove them from the trailer or pick them up.

1. 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 components at a time. Stage these for assembly or installation.
2. If you ordered a Mosquito Solutions Sunroom or Executive Shed, there will be pre-designed shipping package. They will be banded together on a pallet and 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/move it or place it where you need it to go.
3. You are almost finished! You will only want to remove one component (wall or roof) at a time.
4. After every component has been removed/unpacked, do a final walk---through of all of your components to make sure nothing important is missing. Then simply clean up any remaining trash and take out the pallets. Congratulations you have successfully offloaded your TBL Product!

**Please remember that assembly and installation documents and videos are available at [www.TBLPROdiy.com](http://www.TBLPROdiy.com)**