



THE
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OF MAINE

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LTL Delivery Guide

If you have an order shipped with an LTL carrier, you should review this guide to ensure you are prepared for an LTL style delivery. LTL carriers use full size 18 wheeler box trucks to deliver, so make sure they can easily drive in and out of where you want to offload your order.

You will need the following for unloading your order:

- Tin snips for cutting the metal banding.
- A screw gun to open the crate.
- A knife to cut open the plastic wrap and protective tarps.
- **At least two people ready to help unload your order in a timely manner!**

These are the steps involved in an LTL shipment:

1. Check your order or invoice to ensure the ship to address is correct.
2. We need to coordinate a target ship date. This should be within 5 days of when your order is completed. We can provide you with an estimated number of transit days for your shipment.
3. When your order gets to the destination terminal, the trucking company will call to schedule a delivery. Please make sure you are easy to contact so the delivery is not delayed.
4. Finally, be prepared for delivery! If your order is under 8' and you would like a liftgate, please let it be known before your order ships. This service can not be added later. **If your order is over 8', a liftgate will not be of any use, so plan on unloading the order by hand.**

Please note shipping carriers may have delays which we can not control. We do not accept responsibility for product damaged in transit by shipping companies. If you provide us with the required documentation, we will assist you in processing a claim with the shipper. Any additional fees charged by the carrier (for re-delivery, excessive unloading time, storage, change of address, special services - including liftgate service, ect.) will be added to your invoice.

If you have any questions, please call Josh or Bjarki at 207.587.2145!