abiATTACHMENTS.

Delivery 101

What you need to know

How it arrives

Wrapped and Crated

Small and midsized tools ship on pallets or inside palleted crates wrapped for an extra layer of security.

Crated

Small and midsized tools ship on pallets or inside palleted crates.

Palleted

Large and oversized tools arrive uncrated on flatbeds.

When will it arrive:

Tools shipped via LTL Carriers (Old Dominion, SAIA, XPO, YRC) will have tracking information emailed along with your invoice via an automated system. The estimated delivery date indicates when your shipment will arrive at the final terminal, **NOT** to your property. Once at the final terminal, the carrier will call to arrange a delivery window. **Keep an eye out for a call from an unknown number!**
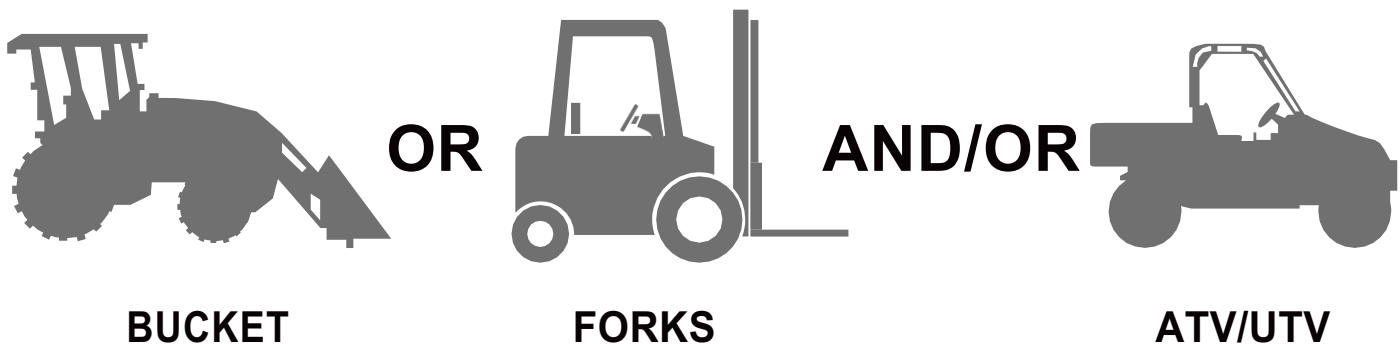
Where will they deliver:

Delivery trucks can be up to 53' long and cannot go onto private property – last thing we want is them getting stuck or damaging your yard! Offloading happens at the edge of your property/end of your drive.

What you are responsible for:

Unless you previously arranged for roll off services, offloading from the truck is your responsibility. **A tractor with forks/bucket, forklift, ATV/UTV will be necessary for offloading**. If you paid for a liftgate, this can assist with lowering tools to the ground.

What you'll need:

OFFLOADING IS YOUR RESPONSIBILITY! Be sure to have adequate equipment:

BUCKET   OR   FORKS   AND/OR   ATV/UTV

What to do if there is damage:

Inspect the tool before accepting delivery. If major damage is present, contact ABI at **1-877-788-7253**. For minor damage, indicate the damage on the delivery slip and sign to receive it, then contact ABI. Damage to pallet/packaging does not necessarily mean tool is damaged. If you suspect hidden damage, indicate '**possible damage'** on the delivery slip.

Remember:

We send big tools on big trucks, but we are not in the shipping business ourselves. We must rely on 3rd party common freight carriers and flatbed drivers who do not work directly for ABI Attachments!