

# SHIPPING OPTIONS

## BE SURE TO INSPECT ALL PACKAGES!

### SMALL PACKAGE:

- ☑ The driver will deliver, and clinic will need to sign for it
- ☑ Usually UPS or FedEx
- ☑ Clinic responsible for trash removal

### DOCK DELIVERY:

- ☑ Has no service
- ☑ Usually sent Freight rather than standard
- ☑ Clinic will receive a call up to a day before the delivery
  - If delivery will be later in the day, the call could come in the morning the day of the delivery
  - When the truck arrives, the receiver is responsible for removing the cargo from the truck
  - When the merchandise is delivered on the big truck, it is attached to a pallet
    - A forklift or pallet jack will be needed to remove the pallet
    - Clinic responsible for trash removal

### LIFT GATE SERVICE:

- ☑ Clinic will receive the same call before deliver as Dock Delivery
- ☑ Usually sent Freight
- ☑ PLUS: Driver will put the cargo on the truck's lift gate and lower it down to the ground or dock
- ☑ It is the responsibility of the clinic to bring the merchandise inside the clinic
- ☑ The pallet can be put on the ground in front of the clinic and they can detach merchandise from it and carry it inside
  - For example, if a clinic orders cages, they might not be very

heavy individually, but they are in bulky boxes that will be attached to a pallet(s). Two people can easily carry a box with a cage in it

- ☑ Clinic responsible for trash removal

### INSIDE DELIVERY:

- ☑ Clinic will receive the same call before deliver as Dock Delivery
- ☑ Usually sent Freight
- ☑ When truck arrives:
  - Driver will use his own equipment to remove the pallet from the truck and bring it inside the clinic
  - Someone from the clinic needs to be available to assist the driver
    - The delivery will be brought inside the door of the clinic but not placed
    - Example: Heavy Tub – make sure you have the resources to move the item into place
  - Clinic responsible for trash removal

### WHITE GLOVE SERVICE:

- ☑ Usually sent Freight
- ☑ Includes same services as Inside Delivery
- ☑ Two hired men to move and place merchandise
  - No stairs
  - Two hours minimum charged
  - Movers are responsible for clean-up
  - White glove is an hourly service
    - Does not matter what items, all items will receive the white glove service
    - Freight estimate is based on how long they think it will take them to do the job

### WHAT TO EXPECT WHEN KENNEL RUNS ARE DELIVERED

Although you can request inside delivery (liftgate, inside delivery with customer assistance), most single doors are 36" wide and the kennel run pallet will not fit through most doorways. The weight of the pallet will vary substantially between projects. Even if your clinic has double doors, would you want a bulky, several hundred pound skid dragged through your clinic?

It is suggested that your contractor or install team meet the truck outside and bring in each piece individually. Adding on white glove delivery will significantly drive up freight costs, and must be arranged prior to the delivery day.

Please also remember that these deliveries are typically made with a full-size semi truck. If the truck is not able to pull in to your parking area, they will have to park on the street.

