

# Delivery Basics

## Delivery:

All pole orders must have a valid call before number. This call before is to ensure someone will be at the site to off load the poles when the carrier arrives. The truck must be unloaded when the carrier arrives with the poles based on the carrier's delivery schedule. Any delay in unloading the truck will cause additional charges to be billed to the customer.

Reconsigning a shipment to another delivery location may result in additional charges. These charges will be dependent on proximity to the original delivery location and necessary paperwork required. These additional charges will be billed to the customer.

Poles are typically delivered on a flat bed truck. Suitable equipment must be supplied by the contractor to offload the poles (i.e. forklift or crane). Never lift pole by inserting a fork through the end of the pole shaft. It is the responsibility of the customer to offload the poles from the truck. Don't forget the hardware boxes. These boxes will contain the Top Cap, Base Cover and additional hardware required to install the pole.

A thorough inspection needs to be made upon receipt to ensure all items have been delivered (including any hardware boxes) and there is no visible damage to the poles or packaging. Any shortage or damage should be notated on the delivery receipt. If poles are going to be stored for more than 5 days, please remove all pole packaging to avoid damage to finish. Missing hardware must be reported within 30 days of shipment for warranty replacement.



## Storage & Handling:

General handling and storage requirements for poles: Steel, Aluminum, Concrete.

It is best to store poles inside. Outside is okay if not in snow or water - poles are not

meant to be submerged. Inside or outside it is best to block the poles with dunnage at an angle, leaving space on all sides of poles. This way if moisture should get inside the wrap it can run off. Suggested blocking would be to use 4x4's and alternate poles top-to-bottom/bottom-to-top. It is important to place all the dunnage directly in line to one another when stacking to apply equal pressure on the poles. Poles should be supported at each end and in the middle. If 2x4's are used they need to be placed on the baseplate and then alternate baseplate to pole top to baseplate to the standard handling and storage requirements.

**30 DAYS \*\*\* IMPORTANT RECEIVING INSTRUCTIONS \*\*\* 30 DAYS**

**Concealed Damage - Missing Contents**

- 1) Inspect all shipments immediately for concealed damage or missing items.
- 2) Note any damage or missing items on bill of lading or delivery receipt before accepting shipment.
- 3) Failure to provide documentation & notice to Hapco/American Flagpole within 30 days from receipt will result in denial of any claim.

The contents of this shipment have been carefully packaged and certified by: \_\_\_\_\_ Date: \_\_\_\_\_

The contents of this container have been carefully packaged and certified by: \_\_\_\_\_  
Date: \_\_\_\_\_

**IMPORTANT CUSTOMER INSTRUCTIONS**

INSPECT MERCHANDISE **IMMEDIATELY** UPON RECEIPT FOR CONCEALED DAMAGE OR MISSING CONTENTS AND NOTE SUCH ON THE BILL OF LADING OR DELIVERY RECEIPT BEFORE ACCEPTING.

**FAILURE TO DOCUMENT ANY DAMAGE OR MISSING CONTENTS ON BILL OF LADING OR DELIVERY RECEIPT WILL RESULT IN DENIAL OF ANY SUBSEQUENT CLAIM.** IN ADDITION TO DOCUMENTING ON BILL OF LADING, NOTIFY HAPCO/AMERICAN FLAGPOLE WITHIN 48 HOURS.

**FINISH WARRANTY NOTICE!**

**REMOVE PROTECTIVE WRAP  
BY HAND**

**\*\*DO NOT USE SHARP OBJECTS\*\***

**FAILURE TO COMPLY WILL DAMAGE THE FINISH AND  
VOID THE FINISH WARRANTY.**

**HARDWARE  
BOXES REQUIRED  
FOR POLE  
INSTALLATION**

