



CROW WORKS

**ORDERING
GUIDE**

SHIPPING OPTIONS

LESS THAN TRUCKLOAD “LTL” SHIPPING

- Default/standard shipping option–will include a lift gate. Lift gates can’t be used for products and pallets exceeding 74”.
- Used for the transportation of small freight or when freight doesn’t require the use of an entire trailer.
- This shipping method can be used when freight weighs between 100 and 15,000 pounds.
- Majority of LTL trucks will be equipped with a pallet jack for offloading, but please request this from your Account manager if needed.
- LTL carriers enforce a 30 minute timeframe for offloading product.
- Carrier is not responsible for assisting with offloading freight.
- Does not include inside delivery.

FREIGHT BROKER/THIRD PARTY SHIPPING

- Individual or company that serves as a liaison between another individual or company that needs shipping services and an authorized motor carrier.
- Provides the necessary transportation but does not function as a shipper or carrier.

DEDICATED TRUCK SHIPPING

- Refers to a driver pulling freight for one specific customer only, where only that load is on the truck.
- Carrier is not responsible for assisting with offloading freight.
- Does not include inside delivery.
- No partial loads can be added.
- Driver calls to confirm delivery day and time prior to shipping.
- Dedicated trucks enforce a 1-hour timeframe for offloading product.
- Dedicated trucks are available in 53’ and 26’ sizes.

INSIDE DELIVERY

- Carrier will take the freight into the storefront for delivery.
- Must have accessible doorway to fit pallets through on a pallet jack.
- Any product over 68” long will require special delivery with additional charges. Overall product length and width will affect total charges.

WHITE GLOVE DELIVERY

- Freight will be taken to the exact location inside of the destination and the product can be unpackaged and assembled by the delivery company.
- Requires the dimensions of doorways and/or elevators and the number of stairs at the receiving location.
- This shipping option will increase the lead time due to availability.
- All debris removal is included.

DELIVERY APPOINTMENTS

- If you would like the carrier to make a delivery appointment ahead of time, please make this request during the quote process.
- Please provide a primary and secondary delivery contact name and phone number for scheduling.
- Any delays while trying to schedule an appointment could result in a longer transit time.

PLEASE NOTE

- Fees charged by the carrier for services that were not originally quoted or for time penalties will be sent from Crow Works after delivery.

PRODUCT CONSIDERATIONS

If applicable, Crow Works will supply all hardware for products that require assembly including table top and base pairings in accordance with our then current policy.

Crow Works products should be affixed using hardware supplied. The use of third-party hardware will void the product warranty.

Crow Works provides hardware with all bases specifically meant to be paired with a Crow Works tabletop. If you choose to use hardware provided to install a non-Crow Works top to a Crow Works base, Crow Works will not be liable for any damage incurred during installation.

PRODUCT CARE AND RECEIVING GUIDELINES

You may download a document outlining these details by clicking the link on your shipment tracking page.

This information can also be found on [our website](#).

No express or implied warranty is made in this Ordering Guide, the Crow Works Product Care Guide, or otherwise by Crow Works or its representatives except as expressly set forth and described on our website at the following link: www.crowworks.com/help/downloads-resources/.

CANCELLATION POLICY

In the event that you would like to cancel an order that has already been placed into production, Crow Works reserves the right to charge a cancellation fee. Custom orders can not be cancelled.

PAYMENT POLICY

We accept payment by credit card, wire transfer, or company check. You will receive our payment options and policy information once the order has been placed into production. Payment must be received in full three weeks prior to the ship date. A deposit is required prior to placing the order into production. The deposit will be a percentage of the order total.

STORAGE POLICY

In the event that you cannot receive your order on the initial date you approved, Crow Works reserves the right to charge a storage fee. Payment for the storage fee must be received prior to shipping.

HAVE ANY QUESTIONS?

Feel free to contact us at service@crowworks.com with any questions, comments, or concerns you have about your order.

PRODUCT FIRST AID KIT

If you'd like us to send you a first aid kit to touch up the finish on your product, please send us an email at service@crowworks.com.

