CROW WORKS
MANUFACTURING CO.

RECEIVING & CARE GUIDE

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SHIPPING TYPES & DETAILS

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.
- If a change is made to your shipping method 10 business days prior to your ship date, this may delay the original ship date.
- Your ship date may be delayed if we are unable to get in contact with the specified delivery contacts within a timely manner.
- Your ship date may be delayed if we are unable to collect any open balances due.
- Products typically ship on pallets and are labeled with pallet identifiers to compare to Bill of Lading. Use product labels on boxes to identify items and compare to your Sales Order.
- Check inside millwork items for additional components.

LESS THAN TRUCKLOAD "LTL" SHIPPING

- LTL is for orders under ~$15,000 and/or orders that do not include larger, fully assembled items like banquettes and millwork items.
- 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 time frame for offloading product.
- You are responsible for offloading freight.
- Does not include inside delivery.

DEDICATED TRUCK SHIPPING

- Dedicated trucks are for orders over $15,000, or orders including banquettes or other large, fully assembled millwork items.
- 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 time frame for offloading product.
- Dedicated trucks are available in 53' and 26' sizes.
- Lift gates are not included with dedicated trucks. If a lift gate is needed, please notify your Account Manager.
- The Carrier is not responsible for offloading freight. You are responsible for offloading freight.
- If your plan requires movement of entire pallets indoors, you will be responsible for providing a pallet jack.

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.

If anything about your delivery experience does not meet your expectation, please contact your Account Management team ASAP.

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RECEIVING YOUR PRODUCTS

WARRANTY AND DELIVERY

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

Our product warranty begins at the time the product leaves our facility and applies only if properly stored, handled, assembled, maintained, and used under normal conditions. 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.

Please inspect products thoroughly upon delivery. Products should be turned away and should not be received if freight damage is suspected. If no freight claim is received within 48 hours of delivery it will be deemed 'accepted'. Our warranty is limited to the original purchaser, therefore, no transfer of warranty is necessary or applicable.

PRODUCT INSPECTION

1. Handle all boxes and pallets with care and do not lift any lounge seating by the arms.
2. Check the humidity and temperature at the receiving location. The humidity level should be between 30-50% and temperature should be between 55-85ºF.
3. Inspect packaging thoroughly upon receipt.
4. Open all packaging with a safety box cutter to avoid damaging the products. Do not open packaging with a sharp, exposed blade.
5. Count the number of pieces and ensure the quantity received matches the quantity of pieces shipped on the Bill of Lading.
6. Review the following pages for instructions to ensure proper acclimation, storage, and care.
7. Enjoy your new Crow Works products!

FILING A CLAIM

If you receive damaged products or experience a problem with your order, please follow the instructions below.

1. Photograph any damaged packaging and/or products and note any damage on the Bill of Lading. Product should be turned away and should not be received if freight damage is suspected.
2. Submit warranty claims to Crow Works for review within 3 business days of delivery. Photographs of the packaging and damaged product are required, along with other items, information, and materials reasonably requested by Crow Works.
3. All claims are to be submitted to service@crowworks.com.

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CARING FOR YOUR PRODUCTS

WOOD

ACCLIMATION AND STORAGE

Wood is susceptible to movement, shrinkage, expansion, and warping if exposed to uncontrolled environments with sharp changes in temperature or humidity, such as a storage facility, container, or tractor trailers.

1. Hardwood products must be received and stored in a controlled environment between 55º-85ºF and 30-50% humidity. Failure to maintain the relative humidity and temperature ranges outlined in this document will void the warranty.
2. Wood products should be stored in warehouses for no longer than 4 weeks before installation.
3. Allow wood products to acclimate in the controlled environment for a minimum of three days.

CARE

- No abrasives, chemical, or ammonia cleaners should be used to clean wood surfaces. Routine cleaning is best accomplished with a soft, lint-free cloth lightly dampened with water.
- Remove oil or grease deposits with a mild soap.
- Avoid localized high heat, such as a hot pan or plate close to or in contact with the finished surface.
- Exposure to direct sunlight will alter the appearance of the wood over time.
- Prevent direct contact with moisture, and wipe it dry immediately should any occur. Allowing moisture to accumulate on, or stay in contact with any wood surface, no matter how well finished, will cause damage.
- Contact your Account Manager for a list of recommended cleaners.

SPECIAL CONSIDERATIONS

- Our hardwoods may have knot holes, natural variations, or other character marks, and are deemed acceptable by Crow Works. These marks do not affect stability.
- The underside of wood table tops are sealed, but not fully sanded and knots/voids will not be filled. A Crow Works product tag will be visible and is not to be removed.
- Wood products are warrantied for indoor use only.
- Crow Works table top and base pairings should be affixed using hardware supplied by Crow Works. The use of third-party hardware will void the product warranty.

INDOOR METAL

CARE

- Use a solution of mild soap and water for daily cleaning.
- Do not use cleaning products containing ammonia, alcohol, or petroleum.

SPECIAL CONSIDERATIONS

- Indoor metal is warrantied for indoor use only.
- Please avoid placing/flipping metal seating on top of tables for cleaning or other purposes. This can increase the likelihood of chipping the powder coat.
- Crow Works does not supply hardware for affixing bases to the floor.

OUTDOOR MATERIALS

CORIAN® SOLID SURFACE

- Generally, a damp microfiber cloth used with a standard household kitchen spray should remove most stains.
- For most residues, all you need to clean your Corian® Solid Surface counter tops is warm soapy water, ammonia-based household cleaner, or a dedicated counter top cleaner. Do avoid window cleaners, however, as they can leave a waxy build-up that dulls the surface. Always clean using a circular motion.

RECYCLED POLY LUMBER

- Use a solution of mild soap and water for daily cleaning.

OUTDOOR METAL

- Use a solution of mild soap and water for daily cleaning.
- Do not use cleaning products containing ammonia, alcohol, or petroleum.

SPECIAL CONSIDERATIONS

All outdoor furniture should be stored in an upright position to allow for proper water drainage. Storing furniture upside-down may cause water to accumulate and freeze inside the frame, causing serious structural damage that is not covered by warranty. Store outdoor product in a cool, dry space. Air dry.