



SHIPPING INFORMATION

UNLOAD:

- Once the shipment is released by U.S. Customs only 3 free days are allowed for the delivery. Once the container arrives on site, 2 hours for the LIVE unload are allotted beginning at the delivery appointment time. Any additional charges acquired for time over the allotted three days or two hours will be your responsibility as they are not included in the contracted freight cost.
- ***Containers may not be dropped or used for storage, as the ship lines fees are excessive for keeping containers beyond the delivery window.**

EQUIPMENT:

- A Lull lift with stabilizer feet and at least a 40' reach capability should be used for unloading shower pans, tubs and surrounds. (6' forks are required or shorter forks with extensions).
- A Telescoping reach lift can also be used for an unload.
- This equipment will give the ability to reach the front of the container unload crates that are often in excess of 2,000 LBS.
- ***Not using the recommended equipment can result in crate damage as the forks can/will puncture the bottom of the crates and damage the material.**

NOTICE OF DAMAGE INSTRUCTIONS:

- If during the offload you observe evidence that a crate or box may be damaged but you are unable to determine if the materials inside have been damaged, please sign the BOL/POD and mark across it "possible concealed damage" or "material damaged".
- If there is obvious damage to the box/crate/carton and material per our Scope of Work, **damages must be reported within 48 hours of delivery.**
- A 'Notice of Damage' email must be sent to delivery@mgrouppcorp.com
- Please include the following in the notice of damage:
 - A copy of the bol/pod
 - A photo of the damaged box/crate still in the container
 - Photos of the material in the damaged box.
 - Photos of the box label
 - Photos of the material showing the damages
- Unless documentation is provided in this way and time frame, damage will be assumed to have occurred during unload or installation and will not be eligible for free replacement.