



Installation & White Glove Delivery Services Timber Frame Pergola

For our Timber Frame pergola kit products, we offer optional installation and white glove delivery services provided by the Timber Frame experts at Atlantic Barn & Timber. Charges for these services include a flat fee plus a variable cost based upon the mileage to your delivery location.

As part of our standard installation & white glove delivery services we will:

- Review photos, plans and other materials as necessary to understand your project and plan for the installation.
- Communicate pre-assembly information and requirements, including site preparation, foundation requirements, access to power, etc.
- Arrange for and coordinate scheduling of delivery and installation.
- Meet delivery truck at the installation site, unload and stage the kit for installation.
- Provide all tools and materials necessary to complete the assembly.
- Complete the installation in accordance with assembly instructions, site plans, including application or touch-up of stain or paint if included in the order.
- Complete a quality check to ensure structure is level and square, all connections are secured and adequately tightened, the structure is clean, free from dirt, and any abrasions or similar appearance defects are sanded (and stained if the product was initially stained).
- Remove tools and materials used, and discard crating, scrap and trash in dumpster if available at the site, or neatly organize in one area for customer or contractor to discard.
- Perform final “walk-thru” (with customer or representative) of assembled structure and installation certification including results of QA inspection.

Customer or customer representative is responsible for:

- Cooperating with install team regards scheduling of delivery and installation.
- Site preparation, access to power and water supply at the assembly site in accordance with installation team instructions. Please note that project delays and additional fees will be required if site conditions are not suitable for installation when our team arrives.
- Completion of foundation or footer suitable to accommodate the structure and otherwise in accordance with local building codes.
- Providing dumpster and/ or arranging for debris removal after installation.
- Walk-thru and receipt of install certification.