



## Shipping and Pick Up Information Timber Frame Pergola

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Shipping costs for our Timber Frame pergolas are calculated and quoted as an additional charge for each order. Charges for shipping are calculated based upon the mileage from production facility to your delivery location.

We reserve the right to use other methods, but typically ship our Timber Frame pergola kits using dedicated flatbed trucks operated by third party freight carriers. The crated kits and some of the individual components will be extremely bulky and heavy, requiring special skill and in many cases special equipment to unload.

For orders that include shipping: Unless you purchase Installation Services from us, you will need to arrange to meet the shipment, inspect and unload the pergola kit from the truck at curbside. We recommend you have an experienced contractor to assist you, and have available a suitably sized forklift, crane, or other equipment. Alternatively, your contractor with the right team may be able to unpack and unload the crate by hand piece by piece.

For pick up orders: Unless you purchase Installation Services from us, you will need to arrange to pick up the shipment, inspect each piece prior to acceptance, and load the pergola on to your truck. We recommend covering the pergola with a tarp and securing the tarp for transport. For unloading at your destination, we recommend you have an experienced contractor to assist you, and have available a suitably sized forklift, crane, or other equipment. Alternatively, your contractor with the right team may be able to unpack and unload the crate by hand piece by piece.

For orders that include shipping: Upon receiving the shipment, you or your contractor must inspect the crate and all the pieces to ensure all parts have arrived and there is no damage. In the rare case of damage to your shipment or any parts are missing when it arrives to you, we will replace the missing or damaged parts at no charge, in accordance with the following procedure:

Visible damage or missing parts must be indicated on the shipper's paperwork prior to signing for acceptance of the shipment and reported to us within 7 days of receiving the product. In addition to a photo or copy of the delivery paperwork with damage disclaimer, you must also provide pictures of the damaged parts and crating. After confirmation, we will typically ship replacements back to you within 3 business days (plus transit time) of receiving the required information. Please contact us if you have any questions and, email us a brief explanation of the damage or missing parts and other information to [info@pergoladepot.com](mailto:info@pergoladepot.com), and call us at 877-563-0002.

For pick up orders: All inspection must occur at the manufacturer's location and the shipment inspected and signed off on prior to departure.

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If you purchase Installation Services, we will arrange for delivery to your assembly location, and our assembly team will meet the shipment there, unload and install your Timber Frame pergola. See our Timber Frame Installation & White Glove Delivery Services for more information.

Most standard Timber Frame pergola kit orders will be ready to ship or to be picked up within 4-6 weeks after your confirmed order, 6-8 weeks during holiday seasons. Transit times will range from less than a day to 5 business days depending upon your location. We will communicate more information including ship or pick up date, tracking and delivery coordination as part of our order and shipment process.