



WoodgeniX Furniture Receipt Procedures

WoodgeniX Customer Service is arranging for the delivery of your furniture. Please be aware of the following suggestions and responsibilities when receiving freight. If you have any questions, please contact your Customer Service Representative at **800-967-3688**.

1. Attached are photos of what a full semi-trailer of furniture looks like and instructions for how to safely unload your casegoods.
2. If the truck does not arrive within 1 hour of your scheduled time window, please contact your C/S Rep at WoodgeniX. We will help you contact the carrier and locate the trailer.
3. The freight companies allow **2 hours for you to unload the trailer** from the time it arrives. You will incur detention charges after the 2 hour limit. Weather does not change this 2 hour allotment. If unloading takes more than the 2 hour allotment a \$105.00 per hour charge will be incurred.
4. **Please plan for adequate manpower and equipment for a full truckload.** We recommend no less than 8 able-bodied people and a ramp/ walk boards for the back of the truck. Carts, blankets and dollies are also recommended based on the products you are receiving. If you do not have a loading dock we would also recommend a pallet jack, scissors lift or forklift to unload any pallets if there would be any.
5. **You are responsible for carefully inspecting all furniture** coming off the truck for freight damage. If you find damage, you must make note of it on the Bill of Lading when you sign off to release the truck and driver. You will then need to contact your C/S Representative. We cannot accept any freight damage claim after the Bill of Lading has been signed.
6. Leave all packaging on the furniture until it is placed in each room if at all possible. This helps prevent dents and dings during the initial move in and rearrangement of the furniture.
7. If you have a limited access unloading area or any other truck restrictions, we will need to know this prior to setting up freight.
8. In the event that you do not have rooms ready or an elevator in working order, you will need to have a safe place to store your finished goods.

Thank you for your business and allowing WoodgeniX to provide your new furniture!

