

What You Need To Know About **FREIGHT SHIPPING!**

HOW DO I GET MY STUFF OFF THE TRUCK?

Most truck shipments will be delivered by a commercial freight carrier operating a tractor/trailer rig. The semi trailer will be enclosed. Most commercial carriers have smaller straight trucks and some have small flatbed trucks, but the majority of freight companies will not use these smaller trucks for your delivery. Greg Smith Equipment cannot guarantee the type of truck that will be used for delivery. You should assume that your product will be delivered on a tractor/trailer rig that uses a 53 foot enclosed trailer. This is a VERY LONG rig. It is the truck driver's responsibility to make sure that your product is brought to the back of the delivery truck. It is the customer's responsibility to unload the product from the truck.



Tire Changer



Tire Changer



Wheel Balancer



Wheel Balancer



SBC420 Sandblast Cabinet



SBC420 Sandblast Cabinet



Shop Press



Air Compressor



Motorcycle Lift



Motorcycle Lift



TD6MR Midrise Lift



TD6MR Midrise Lift

Please read the following if you have ANY QUESTIONS about truck freight delivery.

Greg Smith Equipment Sales spends over \$2,000,000 per year with freight companies. We are a very large truck freight customer and enjoy tremendous freight discounts that we pass along to our customers. Although we do everything we can to ensure the safe and timely arrival of your merchandise, there are certain things that we cannot and will not guarantee.


If you **MUST** have your product delivered on a certain day and at an exact time, we ask that you get in your truck and pick up your product from one of our three convenient locations. That is the only way you can be 100% guaranteed that your delivery experience will be perfect.

We ship dozens of items every day via commercial carrier. We ship hundreds of smaller packages each week via UPS and Fed-Ex. There are times when packages get lost. There are times when product gets damaged. We label and package our products so that they should never be lost or damaged, but we cannot control the delivery process once the product leaves our warehouse.

DAMAGED OR LOST PRODUCTS

If a product is damaged or lost, it is the customer's responsibility to file a freight and damage claim with the freight company. Greg Smith Equipment will assist the customer with this process (by furnishing correct contact information). Once the claim has been filed (this should be done immediately), Greg Smith Equipment will assist the customer in the process.

The package (product) becomes the property of the customer when it leaves our warehouse, so it is the customer (owner of the property) that must initiate the claim. [Click here](#) for more information.

	Seller -- Bears freight charges Buyer -- Owns goods in transit Buyer -- Files claims (if any)	 This applies to the Greg Smith Equipment Sales shipping policy.
FOB Origin, Freight Prepaid & Add	Seller -- Pays freight charges Buyer -- Bears freight charges Buyer -- Owns goods in transit Buyer -- Files claims (if any)	
FOB Destination	Seller -- Pays freight charges Seller -- Bears freight charges Seller -- Owns goods in transit	

We attach caution and warning labels to many of our products that are shipped by common carrier (freight truck), to remind the customer to thoroughly inspect all packages before signing the delivery

receipt. If there is damage, please note the damage on the delivery receipt.

CALLING AHEAD TO SCHEDULE A DELIVERY APPOINTMENT TIME:

The trucking company can call ahead (24 hour call-the day before delivery) to schedule the delivery of your product. This "call ahead" feature is offered free of charge by many freight lines (but not all). When the product arrives at the freight company's nearest terminal (to your destination), the freight dispatcher will call to set up a delivery date and time at your location. It is important that the freight company has your cell phone or work phone number so that they can make immediate contact with you and not delay the delivery. Home phone numbers with answering machines may lead to days of frustration "playing telephone tag" with the freight company.

If your product is being delivered to a "legitimate" business that is open during normal business hours and has the facilities for unloading your product, then the "call ahead" feature is not necessary. The customer needs to understand that this "call ahead" feature will add one to three days of delivery time to the normal delivery time. (Assuming that the freight company is able to contact the customer very soon after the product arrives at their freight terminal)

The "call ahead" feature is needed if the product is being shipped to a residence (even if your business is located at your home) or to a legitimate business address that keeps unusual business hours. Many customers ask that the trucker call when he is 30 minutes away. This does not work. Greg Smith Equipment cannot guarantee the trucker has a cell phone...or will call you. It is the customer's responsibility to work out the delivery arrangements with the freight dispatcher when customer is speaking with the freight company. If the customer has special needs or delivery instructions, that is the time to discuss and make those arrangements. Greg Smith Equipment does not own the delivery trucks or employ drivers for delivery.

LOCAL DELIVERY OF HEAVY ITEMS:

Many local customers want to take delivery of their products at their homes, but do not have the equipment to offload product from a semi-truck. There are many local delivery services that can provide this delivery service.

We recommend a "roll-back" wrecker truck for delivery of lifts to a home garage. The lift can be loaded on the truck at a Greg Smith Equipment warehouse, and the driver can "winch down" the lift from his inclined platform onto your garage floor or driveway. Greg Smith Equipment warehouses can make recommendations of certain delivery companies, or the customer may contact their own delivery service. There is a charge for delivery.

DELIVERY ADDRESS IN A PARKING LOT...NO WAY

Greg Smith Equipment Sales must complete the freight bill of lading with a permanent delivery address that includes a street address. There is no street address such as: West end of the parking lot of Sam's Club.

If a semi truck CANNOT get to your delivery address easily, it will not come. The customer must have a delivery address that allows a semi truck to enter and leave with ease. Neither dirt roads nor narrow 300 foot driveways will be acceptable. When the dispatcher calls to make delivery arrangements, the customer needs to inform the freight company of any potential delivery problems that may occur. Perhaps the customer can make arrangements to meet the truck on the highway or even in a parking lot, but those arrangements are to be made between the truck line and the customer.

Greg Smith Equipment cannot make those special delivery arrangements when the customer places the order.

GUARANTEED DELIVERY TIME AND DATE...WE TRY...BUT NO WAY

Greg Smith Equipment Sales can guarantee if a product is in stock at our warehouse. We can promise on which date it will be shipped. (If payment is received and truck lines pick up that day) We can give you an accurate ESTIMATE as to when you should receive your product, BUT we cannot guarantee certain delivery on that date. Truckers have girlfriends, flat tires, a roadside rendezvous or two, and many other delays that may keep them from their appointed rounds. If you positively, absolutely must have a product on a certain day, either order two weeks early or get in a truck and visit one of our warehouses to pick up the product.

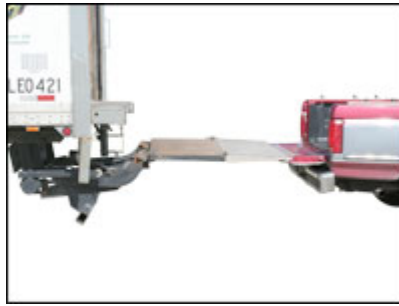
CUSTOMERS ARRANGING THEIR OWN FREIGHT PICK UP:

Greg Smith Equipment has the best shipping rates in the Industry and passes these savings along to our customers. We do have a few customers that want to arrange their own shipping via common carrier. We can accommodate these requests; however there are some issues that need to be discussed before a customer's common carrier will be loaded. We can load a commercial carrier truck from 8:30 to 4:00 EST. The truck must have enough bed area available for the product purchased. Greg Smith Equipment will NOT rearrange packages inside a van or on a flatbed to make room for our product. This is a liability issue.

Common Carrier must furnish Greg Smith Equipment Sales with a "BILL OF LADING" Many of our products need to be skid mounted or braced to prevent shipping damage. These extra packaging costs will be passed along to the customer. Skid costs are between \$20 and \$30. Metal bracing is normally \$20-\$30. These skids and braces must be used if the product is being loaded inside a semi-trailer. (To prevent damage to the product) The skids and braces DO NOT need to be used if the products are picked up in a pick-up truck, trailer, or similar mode of transportation. There are no extra packaging fees if our products are loaded on any of the above mentioned vehicles. If the products (loaded in a semi-trailer) are NOT braced or skidded; **YOU WILL NOT BE HAPPY WITH THE CONDITION OF THE PRODUCTS WHEN THEY ARRIVE.** Skid and brace fees are always added to our quoted shipping costs. (When Greg Smith Equipment arranges the shipping)

HOW DO I UNLOAD THE TRUCK...I DON'T HAVE A FORKLIFT!

Many customers do not have access to loading docks and forklifts. We have assembled some photos of our products being unloaded with and without the aid of a forklift. Many of our freight carriers have power tailgates on their delivery trucks. There may be an extra charge for the power tailgate, depending on the carrier. The power tailgate is normally rated at 1000 LB. capacity. This is not enough capacity to unload most of our lifts. However, when used properly (and safely), the power tailgate (in conjunction with some common sense) allows the customer to off load many of our products without the use of a forklift.



The power tailgate can be lowered to your truck's tailgate to easily off load many of our products.

Please review the photos and learn how the power tailgate can assist the customer with the unloading of a product. Remember, it is always the customer's responsibility to unload the truck. If the power tailgate brings the product to the ground, it is the customer's responsibility to get the product off the power tailgate. Be prepared BEFORE the truck arrives!



Pro Park 9 Plus 4-post lift in truck.



Pro Park 9 Plus 4-post lift on power tailgate.



Pro Park 9 Plus 4-post lift pulled down from tailgate with fork lift.



Pro Park 9 Plus 4-post lift pulled down from tailgate with fork lift.



Pro Park 9 Plus 4-post lift lowered down with tailgate.



Pro Park 8S 4-Post Lift



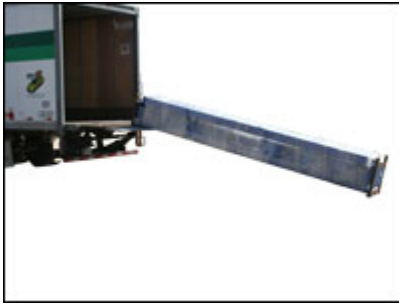
Pro Park 8S 4-Post Lift



PV-10P 2-Post Lift



PV-10P 2-Post Lift



Pro 14K 4-Post Lift



Pro 14K 4-Post Lift



Pro 14K 4-Post Lift

IT TAKES A FORKLIFT (OR SIMILAR EQUIPMENT) TO UNLOAD A LIFT.

The trucker will not allow you and your friends to spend 30 minutes in the back of the truck taking the lift apart for a "hand unload". Our two post and four post lifts are packaged in metal frames and require a forklift (or similar piece of equipment) to offload from the truck. The trucker is NOT going to let you and your buddies bring your toolboxes into the back of his truck to disassemble the lift frame and "hand unload" the lift piece by piece. Insurance regulations will not allow this.

The trucker has a schedule and cannot spend one hour at every stop to accommodate customers who are not prepared to offload their product. Once the lift is on the ground, the packing frame can be removed and each piece can be moved or loaded onto a trailer or pickup truck. Getting the lift to the ground is the main challenge. Now you can bribe your buddies to help assemble the lift!

SHIPPING TO A FREIGHT TERMINAL

Greg Smith Equipment enjoys great freight rates from many different freight carriers. These freight companies have hundreds of terminals located throughout the USA. If the customer has no way to unload the product at their home or business, the product may be shipped to a freight terminal for customer pick up. The customer and the Greg Smith Equipment sales person will work together to find the closest freight terminal for the customer. Certain freight carriers are more experienced at transporting our longer lifts, and we will recommend those carriers if you purchase one of our longer four post lifts.

When the product arrives at the freight terminal, the freight dispatcher will call the customer to arrange pick up at the terminal. The freight terminals expect the product to be picked up within 48 hours of the notification call. All freight terminals have different operating hours and loading procedures. The customer may call the terminal in advance to ask about operating hours and loading procedures. In most instances, the freight terminal will load the product onto the customer's trailer or pickup truck. Open trailers are much easier to load (and unload) than an enclosed trailer. The freight terminal will require some type of positive identification before you can pick up your product.



Do NOT just bring a truck to pick up a four post lift. A four post lift requires a trailer!

CALL IN A FAVOR FROM A FRIEND WITH A FORKLIFT (or something like it)

If you do not have the ability to unload the freight truck at your home or business, think about having it shipped to a friend that has the capabilities to unload a freight truck. Why would you want to drive to a freight terminal to retrieve your product, if you can just drive across town to pick it up? Bribe one of your friends to help you off load the lift at his business. You know they are going to want to use your lift in the future, so make them pay now, by helping to unload it.

We ship many lifts to our customer's work place or to their friends or relatives' places of business. The truck line can make a 24 hour call to the designating shipping point, so that your friend will not be surprised when the lift arrives. Make sure you get permission BEFORE you arrange shipping. Everyone (who buys a lift) has a buddy that owns a forklift, skid steer, backhoe, or some sort of machine to help unload a truck.

WILL MY TRUCK DRIVER BE NICE TO ME?

Greg Smith Equipment does not own nor operate the freight trucks. If your truck driver is nice and helpful, do not compliment Greg Smith Equipment. If your truck driver is a little on the testy side, do not complain to Greg Smith Equipment Sales. We have no control over your truck driver's mood or personality. We ship over 200 lifts per week and very rarely have negative feedback about a particular driver or freight company. We do get many positive reports about the freight carriers and their drivers. The truck driver is not a magician. They cannot levitate your lift to the ground. They cannot back their 53 foot trailer (down your 300 foot, tree lined driveway) and into your new pole barn. Please don't expect them to do this.