

# Tips to Ensure the Best Freight Delivery Experience\*



**Plan Ahead to avoid extra fees and unnecessary delays.  
Let us know about any special delivery needs you may have.**

## Here are some questions we may ask when arranging your freight:

- What size truck can your facility/driveway handle?
- Tractor Trailer - 25-45-48-53 feet
- Straight (or Box) Truck - less than 24 feet
- Can you accept this size and weight shipment at your facility?
- Can you move it off the truck?
- Could the pallet be too high for your entryway? (We can re-palletize if needed!)
- Do you have a loading Dock?
- Will you need a Moffet, Fork Lift or Pallet Jack to move items from truck to facility?
- Do you need a scheduled delivery or just a call ahead notification?

## Commonly Encountered Fees:

- Residential Fee - If there is a house on the property, it is considered a residence by freight companies
- Limited Access Charge - May be applied any time the driver has to unload from the road
- Driver Assist Charge - may be applicable any time the driver has to move any pallets or boxes within the truck, for you to unload
- Lift Gate Fee - If you do not have a dock, a lift gate will be needed and fee applied

## Check your delivery **CAREFULLY!**

- ✓ Waterloo Container ships freight using clear plastic stretch wrap. If your freight arrives with different colors or multiple layers you should carefully inspect for damage.
- ✓ Check your delivery receipt to make sure there were not any services listed that were not actually used (lift gate, inside deliver, residential, etc.).
- ✓ If driver offers any extra services (ie. inside delivery) ask for cost up front.
- ✓ Before your driver leaves, note any concerns with the delivered items (breakage, count or product discrepancies) above your signature. Follow up with photographs of any suspected damage.
- ✓ Re-inspect delivery within 5 days and take photos of any damage or discrepancy found. Carriers must receive photos and documentation of any issues **WITHIN 5 DAYS** of delivery.

**\*We do our best to work with carriers to make sure the proper procedures are followed at your facility! All deliveries may be subject to fee add-ons as determined by individual carriers.**

**Experience | Service | Expertise**