

**Sundance Supply, LLC ® Web Site: [sundancesupply.com](http://sundancesupply.com) Email: [info@sundancesupply.com](mailto:info@sundancesupply.com)**

- **Ship Info, Read Immediately.** If unacceptable do not order or cancel order. Once cut poly is yours.
- **8' Aluminum & Hdwr.** ship UPS, or may be placed in crate **24' Base & Cap** ships with poly. • **Poly ships** in 1 wk.
- **Freight Shipment Notice & Trac #** given after polycarbonate ships, **VIA Email.** Allow for transit time.
  - **Inspect materials.** Delays reporting damage or shortages may jeopardize claim.
  - **Poly Storage:** Store in dry, covered area, but not under flexible PVC coverings. Sloped stacking best.

**Most shipments drop shipped from mfg, arrive complete and in excellent condition. Follow the procedure below.**

**Poly shipments** come motor freight, often 40 ft. trucks. **Be prepared. Poly crates are heavy,** averaging 6 lbs. per sq. ft. For weight, add weight of poly. to weight of crate. 8mm .35 lbs. sq. ft., 10mm .41, 16mm .57 lbs. 25mm .72. **Have 2 men (and driver)** lay crate flat on truck, **lower crate** so one end hits ground and other end leans against truck. If it lands hard ok, poly very strong. Now stand, pivot the crate, or tilt back, or get trucker to pull truck forward and lower or let crate fall to ground. If crate falls flat on ground ok. The center of bullet proof glass is made of polycarbonate. It will not break. Crate will just be easier to take apart.

**One crating charge applies to one crate, max. 2000 lbs. Additional crating charges apply to orders over 2000 lbs, or on orders where multiple crates are requested.** Crates do not normally have skids attached.

**Lift-gate service not included** in fee we charge you. **Freight co. charges extra, up to \$200.** Not all freight companies have trucks with lift gates. There is no way for us to know ahead of time if company that delivers your order has trucks with lift gates. Plan on having help to lower crate from truck to the ground. Should you require and request a lift gate from freight company this will result in extra charge to your order. **Easy Access:** Customer location must be easy access for freight truck or customer is responsible for pickup at freight terminal.

**If you will have difficulty getting crate off truck have 2 handy men available at delivery.** Equip them with cat's paw for pulling nails, portable screw guns, crow bar, pinch bar, claw hammers, etc. Ask trucker if you can crack open case & remove polycarbonate. These guys want the load off the truck and will usually allow this. After sheets are unloaded take crate off the truck. This is your responsibility. Truckers do not want your crate.

**\*\*Sundance will Email with freight co. name, tele and track #.** Freight Co. may call, but do not wait. Call them. Initially you get an estimated date of arrival. OFTEN another call is required to pin down an exact day and "window of time" of ACTUAL delivery, especially if shipment is transferred to local carrier.

Appointments for exact time of deliver are very expensive, and not part of regular service. To insure understanding of exact delivery arrangements be very specific with the freight company and/or local agent. Make sure to ask for and write down all freight company phone and tracking numbers for your shipment. Should there be a delay it is very helpful in tracing your shipment. If problems arise with shipment get us involved as quickly as possible. Email [info@sundancesupply.com](mailto:info@sundancesupply.com), to minimize any inconvenience.\*\*

**Upon delivery inspect crate.** If exterior not damaged and correct number of units, accept shipment. If crate is damaged, open and inspect poly. It is driver's job and duty to wait while material is inspected. Poly is durable, often no damage has occurred. If damage present, Note Damage on bill of lading, get drivers signature, keep a copy. If only a few sheets damaged accept shipment, note number of damaged sheets. If most of shipment damaged do not accept. Call 888-775-6176 IMMEDIATELY and report damage. We will confirm damage report and have replacement material sent out to you immediately (if the above instructions are followed). Damage very rarely happens. Failure to follow above will jeopardize your claim.

If you have not received full shipment of items listed on bill of lading, accept crates and tubes delivered and note shortage on the bill of lading. Call Sundance Supply and report the shortage. We will confirm the shortage report and deal with this immediately. Shortages almost never happen.

**Inspect poly shortly after it arrives, after truck leaves. If concealed damage or shortage discovered, leave material and packing as is. Notify Sundance immediately.** Delayed reporting jeopardizes claim. Installing damaged poly. voids all claims. We will deal with situation immediately. If thin protective film (with install note) missing, Email [info@sundancesupply.com](mailto:info@sundancesupply.com) for install instructions. We are not responsible for claims of improperly installed polycarbonate, but will ship new material quickly if your claim is fair and reasonable.

**Inspect UPS shipped boxes for exterior damage. If damage to contents exists, inform the driver and notify Sundance Supply immediately. We will replace material as needed.** See **Base & Cap** web page for updated shipment information.