



[info@cookefurniture.com](mailto:info@cookefurniture.com) | (888)303-2453

## Shipping and Receiving

### Granite or Large Heavy Products

The fire pit tables and other products that have a granite or heavy table top ship in a heavy-duty wood crate. Wood crate shipments require freight service which will deliver in a truck equipped with a lift gate. The trucking company's driver will take the shipment off the truck for you but it is your responsibility to move the table to the exact location of installation. The driver will not take it to your back yard, patio, or un-pack it for you. Plan ahead! You will need help to move the wood crate and unpack heavy components like a stone table top. It is best to unpack the unit and carry the parts individually to the final installation destination prior to assembly.

The freight company will call you in advance to schedule the delivery. During the delivery the driver will ask you to sign for your shipment, it is important to **sign damaged** or **possible concealed damage** if you have not inspected the product or if you see any sign of damage to the crate.

To unpack your shipment, locate the side of the crate that is labeled as the opening. You will see screws in the wood crate on the side that is intended to be opened instead of nails. You will need a power drill and screwdriver to back out the screws and open it. Remove these screws to open the crate and reveal its contents.

### Aluminum or Small Light Products

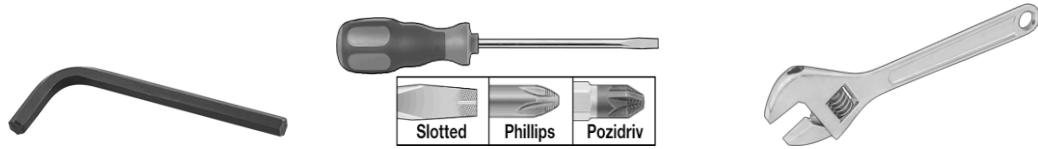
Aluminum topped tables or smaller products may be packaged in cardboard boxes and ship standard UPS or FED EX and a tracking number will be e-mailed you the address you used at checkout. Simply remove the cardboard packaging and assemble your fire pit table.

### Assembly and Installation

Make sure you are prepared for the process of unpacking and assembly, most of our units can be assembled with a basic skills and hand tools. Some of our units will require an electrician or plumber to connect the various components. You may need to hire a handyman or other professionals to assemble and connect your fire pit and remove packing material which may include a wood pallet and wood crating.

## Standard Tools Required

5/32 Allen (HEX) wrench, Phillips screw driver, Adjustable crescent wrench and or 7/16 wrench



## Granite or Heavy Fire Pit Table Packaged in Wood Crating:



## Aluminum or Light Fire Pit Table Packaged in Cardboard:



# **! IMPORTANT !**

## **BEST PRACTICE WHEN RECEIVING FREIGHT**

Upon delivery of any order, please inspect the freight **BEFORE** taking it into your possession from the carrier.

### 1) **INSPECT THE FREIGHT:**

Open the freight to visually inspect the product(s), external and internal packaging.

### 2) **OBVIOUS DAMAGE:**

If the freight has obvious damaged (dents, scratches, holes, etc.)

**CONTACT COOKE FURNITURE (888)303-2453 IMMEDIATELY BEFORE SIGNING!**

- We may have you note damage and send replacements instead, it is important to speak with us first.
- You are able to **“REFUSE”** the freight, which will then be returned to the shipper, but additional charges and complications may be incurred.
- If we instruct you to **REFUSE** the freight, write on the Delivery Receipt (DR) **“Customer has refused the shipment due to damages”** then sign and date the DR. We will instruct the carrier to return the freight to the shipper.
- **TAKE PICTURES** of the damaged freight Product(s), external and internal packaging.

### 3) **ACCEPTING DAMAGED FREIGHT:**

If you **ACCEPT** damaged freight, please notate the damages on the Delivery Receipt (DR), then you and the driver will also sign and date the DR.

- Examples: “Damage to 1 out of 6 boxes” or “Freight was stacked, crushed products”
- **TAKE PICTURES** of the damaged freight Product(s), external and internal packaging.
- **ALERT** Cooke Furniture of the damages immediately.

<b>AAA CARRIERS</b>		DATE 06/27/14	PKG 1/2
COPY NO. 1 BY BEE	AAA	NO. JARRING 888-543-5589	
APPT LIFT	AAA	NO. 2 TRN 888-796-3589	
		NO. TRUCK 877-518-8133	
		Use Call Center 1-800-4-A-TRUCK	www.aaa.com
SERVICES BELOW MAY REQUIRE ADDITIONAL CHARGES		ORIGINATING TERMINAL	DESTINATION TERMINAL
		SBI/ARRA 161	COL/ARRA 92G
			COL 0A1644
			PREPAID
		BE NO	OR0518
W61809			
WORLDWIDE EXPRESS			
DESCRIPTION OF ARTICLES		WEIGHT	RATE
1	ITEM 192990 SUB:3 TOMBERAU COVER ED FLAT	250	
	FUEL SURCHARGE 29.90A		
<b>NOTATED DAMAGE EXAMPLE</b>			
<p>SHIPPER NUMBER 366801          WWES W305999444          *** LIFT GATE REQUIRED ***          CUSTOMER PHONE # 803 263 255          *** DO NOT DOUBLE STACK ***          DIMENSIONS: 88X78X10          *****DO NOT TOP LOAD*****</p>			
			
		<p>Damage to Freight          4 out of 6 Boxes have          Damage! Product Damage</p>	
DRIVER NAME	DELIVERY DATE	WE DELIVER IN GOOD CONDITION UNLESS NOTED AND SUBJECT TO THE TERMS AND CONDITIONS OF	
Wing	7-2-14	STRAIGHT BILL OF LADING AND CARRIER'S LIABILITY	
	2:10	CUSTOMER SIGNATURE	DRIVER NAME
		George L. Paul Jr	George L. PAUL JR
ALL TRANSFER, INC.	FOR FREIGHTWAYS, INC.	GREENWOOD MOTOR LINES, INC.	PARAMOUNT TRANSPORTATION SYSTEMS, INC.
			AAA CARRIERS
			DELIVERY RECEIPT

- Drivers are instructed to wait while you inspect the delivered freight, but in the event they are not willing to wait, please notate “Driver would not wait while inspecting freight, possible damage”.
- Please quickly look over the external packaging, internal packaging and products. Please be firm in your request for the driver to wait while you inspect the freight as it is critical in the claims process if there is notable damage or not.
- At first glance, there may not appear to be any damages to the external packaging, but there may be internal damages that need to be notated on the Delivery Receipt (DR). You and the driver are required to sign the DR, accepting the delivered freight at your location.
- You and the driver will either sign the Delivery Receipt (DR) as “receiving the freight in good condition” or you will sign the Delivery Receipt with “notating damages to the product”. Please notate on the Delivery Receipt any and all damaged noticed at the time of delivery.

Thank you for your order!