

RECEIVING YOUR EQUIPMENT



This is a guide to help you receive and unload your equipment on-site. Be sure to thoroughly familiarize yourself with the following information to prepare for your delivery.

1. PREPARING FOR DELIVERY

- Assemble your receiving team and review the receiving procedures.
- Prepare to have a minimum 5k capacity forklift on-site.
- Select a secure storage site and be sure there is adequate room and security to protect your shipment.
- Determine how many people will be needed to unload and store your equipment.

2. CHECKING IN THE SHIPMENT

- Shortages MUST be clearly noted on the delivery receipt in order to file a claim.
- Verify that the address and PO numbers are correct and that there is the right number of pieces.
- Check each shipping label against the bill of lading.

3. INSPECTING FOR DAMAGE

- Contact your Creative Play Designer to file a claim.
- DO NOT sign for the shipment until this step has been completed.
- Inspect the shipment for visible damage.
- Make detailed notes if there is any damage on the delivery receipt.

4. UNLOADING AND STORAGE

- After all visible damage has been noted on the delivery receipt, you can sign for the shipment and begin to unload it.
- Unload the freight using the forklift if you have one. If you do not, you'll need to open the pallets and unload them individually.
- Save all of your paperwork for future reference in case concealed damage or missing items are discovered later.

FREQUENTLY ASKED QUESTIONS

HOW MANY PEOPLE WILL BE NEEDED TO UNLOAD MY SHIPMENT? It's important to know that the freight carrier is not responsible for unloading your shipment. You are responsible for checking in and unloading the shipment. Unloading a standard-size play system or shelter usually requires about 4 to 5 people. You'll want to adjust accordingly for larger or smaller set-ups.

WHAT TYPE OF EQUIPMENT WILL I NEED? Equipment is generally shipped on pallets or in crates which can be as heavy as 500 to 7000 pounds. If possible, arrange to have a minimum 5k forklift available on-site the day you expect delivery. If you can't get a forklift, be prepared to unload the pieces individually. Remember that unloading by hand will generally require more people.

WHERE SHOULD MY EQUIPMENT BE STORED WHILE WAITING FOR THE INSTALLATION? It's best to store your shipment in an outbuilding or area near the installation site, which can be kept locked. If there isn't a secure area near your installation site, off-site storage is recommended to hold your shipment until you are ready for the installers.

WHEN DO I INSPECT FOR DAMAGE INSIDE THE SHIPMENT? Generally, you aren't allowed to open packages prior to signing for the freight; however, if the condition of the packaging leads you to suspect internal damage, then we encourage you to inspect the inside of the package. Beyond that, you'll want to check your shipment for concealed damage after it is checked in and while preparing for installation.

WHAT IF I FIND DAMAGED PARTS LATER? Typically, any concealed damage would not be found until you are checking in items to prepare for installation. Damaged or missing items discovered after delivery should be reported to your Creative Play Designer promptly so that they can process the appropriate claims. You should hold the shipping container and freight documents until the matter is resolved.

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