

We've got you covered

GREAT LAKES CASE & CABINET



Invest in Solid Engineering

Our "Pre-pay and Add" shipping policy is designed to make your life a little less stormy!

If you find damage after shipping, call us within 72 hours to inform us of your claim, and you're done. We will replace any and all damaged parts. No new purchase order in necessary. We will call you; we will handle any and all paperwork necessary and we will arrange for pick-up of the damaged product.

THE BEST COVERAGE IN THE INDUSTRY.

We strive to ensure that product is delivered in a timely manner, safe and free of damage. Following the shipping guidelines will help ensure that any delivery from Great Lakes is as smooth as possible.



There are four types of delivery services that Great Lakes provides:

1. DOCK-TO-DOCK

- Carrier simply pulls up to the dock, removes freight from the truck; freight is left at the dock door. If no shipping information is provided to the freight manager, freight quote will consist of dock-to-dock delivery

2. LIFTGATE SERVICE

- A small platform is installed on the rear of the delivery truck and is used to lower freight to ground level
- Required when an adequate loading dock is not available; however, freight that is 91"H or greater cannot be liftgated
- Freight is delivered to the dock or to a location inside that is on ground level (there cannot be any stairs, elevators, etc.; if freight is required to go through these areas, an inside delivery service must be used)

3. STANDARD INSIDE DELIVERY

- Service used to deliver freight to a designated area (no steps) and/or up a freight elevator without having to reposition or physically lift the freight

4. WHITE GLOVE INSIDE DELIVERY

- White Glove Service, a specialized inside delivery service, is used when freight must go upstairs, there is limited access to the delivery point, freight must be lifted or turned to avoid low overhead obstructions
- When delivery requires special instructions, for example: packaging removed from product; packaging disposed of offsite; or when the floor must be protected
- In many instances, a moving company is hired to unload the freight, remove packaging, and deliver the freight inside the building where required; the moving company is coordinated to meet the freight carrier onsite so prior planning is necessary

EVERY ORDER SHOULD INCLUDE:

- Consideration of any dimensional restraints (height and width of docks, doorways, elevators, stairwells, etc.)
- Contact information for an individual that will be *onsite* during delivery

GENERAL ITEMS TO CONSIDER:

- Freight can be delivered by a LTL carrier (less than truckload) or a truckload carrier (semi); depending upon the size of the freight, quantity of items, and cost effectiveness. The Great Lakes freight managers will determine which type of carrier will be used
- Freight quotes for LTL carriers are valid for 14 days; if an order is not placed within 14 days, the quote may have changed. Please call and check.
- Freight quotes for semi carriers will specify how many days before the quote expires
- The following cities are subject to a security surcharge, resulting in increased freight costs:
 - Washington DC and the surrounding area (parts of VA and MD)
 - New York City
 - Boston, MA
 - Chicago, IL
- Delivery to schools and military and government facilities normally require a lengthy sign-in or search process (i.e. security sweep of freight or driver must be escorted onsite) which result in increased freight costs

SHIPPING RESTRICTIONS APPLY TO FREIGHT THAT IS 91"H OR GREATER. PLEASE KEEP IN MIND THE FOLLOWING:

- 84"H enclosures that are bolted to a pallet are 89"H; when the enclosure is bolted to the pallet with casters or levelers installed, the enclosure is now 91"H
- 91"H enclosures that are bolted to a pallet are 96"H; when the enclosure is bolted to the pallet with casters or levelers installed, the enclosure is now 100"H
- 91"H freight cannot be liftgated and does not fit on 20% of LTL trucks; freight is likely to be delivered on a full size semi
- Enclosures can be laid on their side if necessary for delivery, but will require extra packing material; an additional handling charge may apply

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