

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 delivery, 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