

Shipping Policy

RAMM HORSE FENCING AND STALLS has built relationships with trucking companies in order to provide you with the best freight rates possible. Unless otherwise discussed, your freight rate includes ONE hour of unloading time (full truck loads-allow TWO hours) and you, the customer, are solely responsible for a pallet cart and forklift/ tractor for unloading. The product is delivered on a 53' long **closed in** transport truck and trailer. The driver is NOT required to assist in unloading of the product. If the driver assists at the time of unloading, any additional charges that may occur, are at the full responsibility of the customer. If a flat bed trailer or specialty truck is required, this must be noted at the time of the quote request. Any changes or charges that occur after the original quote has been sent, are the responsibility of the customer. Driveways must be easily accessible, and have enough space for the truck and trailer to make it safely in and out of the driveway. The space must be clear of trees, obstructions, power lines, etc. If the driver feels that they cannot make it safely down the driveway, any additional charges for relocation and unloading will be the responsibility of the customer. It is recommended that you have access to a pallet cart and forklift/tractor rated to a minimum of 4,500 lbs. You may use alternative methods of unloading, provided that the unloading is completed within the ONE-hour time allotted and the methods are approved by either RAMM FENCE or the freight company involved. Any extra fees charged by the freight company for alternative methods (lift gate, extended wait time, etc.) is the sole responsibility of the customer. All customers will be notified of delivery time within 24-48 hours of delivery, with a phone call directly from the freight broker to confirm details. RAMM is not responsible for notifying the customer of delivery time. The customer needs to be available for delivery after the carrier has called to confirm estimated arrival time. Your delivery is loaded and delivered based on a specific delivery route, if a delivery has to be rescheduled or rerouted all charges that may incur are at the expense of the customer.

It is the responsibility of the customer to ensure that **ALL** product is accounted for at time of delivery. Any shortages must be presented to RAMM FENCE within 48 hours of delivery. Any product shortages presented after the fact will be shipped at the expense of the customer.

THIS IS AN EXAMPLE OF ROLLS OF TOP COVER. PLEASE NOTE, WE OFTEN PLACE STRIPS INSIDE ROLLS, UNLESS OTHERWISE SPECIFIED AT TIME OF ORDER. ROLLS ARE NO SHORTER THAN 13' LONG.



53' TRANSPORT TRAILER -*STANDARD*



THIS IS AN EXAMPLE OF HOW A SKID OF MATS WILL ARRIVE TO YOU. MATS WEIGH UP TO 135 LBS/MAT. A MAXIMUM OF 27 MATS WILL BE ON ONE SKID.



53' FLAT BED TRAILER-*ONLY BY SPECIAL REQUEST*

