







**THUROBED ULTIMATE STALL FLOORING**

Shipping Policy - **Please read thoroughly before your order arrives.**

**If you have any questions about your order during delivery, (i.e. where it is placed in the truck, offloading, suspected damage, etc.) CALL RAMM IMMEDIATELY, 800-434-8456.**

- Your Thurobed order will be delivered on a 53' long enclosed transport tractor trailer. The mattresses are shipped on a pallet, and your top cover will be in rolls (minimum 13' long) with the plastic strips secured inside.
- The driver will not off load or assist. Your freight rate includes ONE hour of unloading time (full truckloads orders are allowed TWO hours). The customer is solely responsible to have a pallet jack and forklift/tractor for unloading and should be rated at a minimum of 4,500 lbs. Your order could be towards the front of the truck and the pallet jack will be needed to bring it to the back of the truck. Alternate methods of unloading are allowed provided that unloading is completed within the ONE hour allowance. All additional charges will be the responsibility of the customer.
- Please note: If the driver assists at the time of unloading, all additional charges are the full responsibility of the customer.
- Driveways must be easily accessible and clear of trees, obstructions and overhead power lines, etc. The access must be able to accommodate a tractor trailer entering and exiting.
- If the driver determines a property is not accessible, all additional charges for relocation and unloading will be the responsibility of the customer.
- You will be notified with a phone call directly from the freight broker within 24-48 hours of delivery, to confirm the details of your delivery. \*Please note, RAMM does not coordinate deliveries.
- You must be available to accept the delivery at the estimated time of arrival. Your order will be loaded and delivered based on a pre-determined route. If delivery has to be rerouted or rescheduled, all charges that incur are at the expense of the customer.
- It is the responsibility of the customer to ensure that ALL products are accounted for and in acceptable condition at the time of delivery. Missing or damaged product must be noted on the delivery receipt before the driver leaves.
- If any damages or shortages are found at delivery, contact RAMM prior to the driver leaving.

<p>This is an example of how rolled top cover will arrive. Please note, plastic wall strips are secured inside these rolls. Rolls are a minimum of 13' long.</p> 	<p>This is an example of how a skid of mattresses will arrive. Mattresses weigh up to 135 lbs. ea. A maximum of 27 mattresses will be on one skid.</p> 	<p>53' Transport Trailer *standard*</p> 
		<p>53' Flat Bed Trailer *only by special request*</p> 

Print Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_