

Shelby Williams®

Things to Know about Direct from China Deliveries

Thank you for your business. We are excited to be manufacturing your order which at least a portion is shipping from our factory in China direct to your location. This is a great way of handling the order as it saves you \$1000s of dollars.

There are a few things to be aware of:

*Delivery Site / Warehouse restrictions: Projects will use a 20', 40' or 45' container. We use standard (dry) containers for all but may, depending on needs, require and use a high cube container on 40' and 45' container loads. (Size of container used depends on the quantity of product ordered.) A container chassis and cab are used to pull and move the container over the road from port to receiving location.

*Does the receiving location have a loading / receiving dock for deliveries?

*Can receiving locations (docks) accept a commercial container delivery? (Usually if a receiving location can accept a standard 53' trailer delivery, they are good to accept a container delivery.)

*If the receiving location cannot accept such a delivery, what are their delivery restrictions? For example, can they only accept deliveries on smaller trucks (such as a 26' truck) and do they require a lift gate? Is any other specialized equipment required to make delivery?

*The receiver is responsible for offloading. Drivers do not assist with unloading. In the unusual event that there is carton damage, please note the damage on the Bill of Lading and take a few pictures. Be sure to look at the furniture in a day or so as concealed damage must be reported within 5 days.

*Additional things to consider: Does site / receiving location have any truck restrictions to get to the location or while on location to allow for delivery and/or do they require any specialized equipment (lift gate, fork lift, etc) or assistance with unloading?

*Delivery addresses must be complete and include first & last name for receiving contact along with a telephone number at time of releasing the container to be booked to load. Once the container has been booked, delivery addresses cannot be changed.

*Upon arrival in to Port and release to trucker, there is a limited delivery window that deliveries can be made without storage charges being incurred. (Windows are about 2 to 3 days.) If delayed, containers are pulled from the Port and move to storage at which point, charges for storage and chassis rentals are incurred at the customers expense.

Shelby Williams®

*Most orders require the balance of payment to be made prior bookings or loading a container. Your shipment cannot be planned until the balance due is paid.

We work on confirming target load dates when upholstery materials are shipped over to China for production. We try to give a 4 to 5 week notice (to the CSR) on target load dates when we have to collect the balance of payment so customers have a few weeks to get it to us. (Ideally, we like to receive balance of payment 1 to 2 weeks prior to our target load date so that bookings can be released to secure the container(s) to load. Waiting until the day of our target load date to pay the balance will delay releasing the booking to secure a container to load.)

If you have any questions, please feel free to call us. We are here to help.

Thank you again for your order! We hope you are pleased with your new furniture. We always love to see pictures!