

Acorn Deck House Company

AcornDeckHouse.com

852 Main Street Acton, MA 01720

800.727.3325 Fax: 978.263.6850

Dear Customer:

Thank you for your recent order. **Please check to make sure that the order is correct and that the billing, shipping and email addresses are all accurate. It is the buyer's responsibility to review sizes, styles, handing, etc. of the materials on the order.** Please notify Parts and Service with any problems or questions.

- Manufactured material typically requires 3-7 weeks to manufacture
- Non-manufactured material is generally available within 15 business days (longer if not a stocked item)
- Before shipping, please ensure the specified truck will be able to reach your site. If it cannot, please plan accordingly.

When the package arrives:

- **Within 24 hours of arrival, you must open the package and inspect materials for damage. Any damage must be reported within 24 hours.**
- **If glass, you must inspect package for damage and sign off before delivery truck leaves. Inspect glass as soon as unloaded. Any damage must be reported within 24 hours.**
- **Once received, you must protect all materials from damage.**
- **You must seal all exposed wood (top, bottom, front, back and sides) with proper exterior and interior products within 7 days of receiving the materials, or the warranty will be void.**

**Please report any damage to our Parts and Service Department
by calling 800-727-3325 within 24 hours of delivery.**

Please see the section or sections of this packet that pertain to your shipment.

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MAP TO SITE

800.727.3325 Fax: 978.263.6850

For Dedicated or Deck House Truck

Client Information:

Client Name(s): _____

Home Phone: _____

Cell Phone: _____

Builder/Consignee Information:

Company: _____

Name: _____

Business Phone: _____

Cell Phone: _____

Job Number: _____

Project Director: _____

Gated Community? _____

Site Access Restrictions? _____

Site Information:

Site Address: _____

Site City: _____

Site State: _____ Site Zip: _____

SKETCH ROUTE (computer maps are not acceptable) from nearest main US highway to building site. Avoid routes with bridge and/or wire clearance of less than 13'6" and bridge restrictions of less than 40 tons (80,000 lbs.). Indicate all street names, route numbers, approximate distance between turns, and any prominent landmarks at turns. **If access to the site cannot accommodate a 70' tractor trailer or Deck House truck, the client or builder must make other arrangements for unloading and the Acorn Deck House Shipping Department must be notified. The driver may determine that the driveway is not accessible, in which case other arrangements must be made.**

Send completed map to skay@deckhouse.com or fax to 978-263-6850.

MARK WHICH WAY IS NORTH 



Customer Pick Up Orders

Important Manufacturing and Delivery Information

Please read carefully:

- Check to make sure that the order is correct and that the billing, shipping and email addresses are all accurate
- Manufactured material typically requires 3-7 weeks to manufacture
- Non-manufactured material is generally available within 15 business days (longer if not a stocked item)

We will notify you when your order is complete. At that time, it will be available for pick up at Acorn Deck House Company Monday-Friday, 7a.m. - 12 p.m. or 1 p.m. - 3 p.m. unless otherwise noted.

Make sure your vehicle is appropriate for transporting the materials safely. Keep in mind that you may need to provide your own loading labor and strapping material in order to transport the materials safely.

By receiving the materials, the customer or the customer's representative accepts that the material is free of damage or defect.

- All packages must be opened and inspected for damage within 24 hours from pick-up date. Any damage must be reported to our Parts and Service Department within 24 hours.
- Once received, you must protect all materials from damage.
- You must seal all exposed wood (top, bottom, front, back and sides) with proper exterior and interior products within 7 days of receiving the materials, or the warranty will be void.

If you have any further questions or concerns, please call our Parts and Service Department at your earliest convenience.

UPS or US Mail

Important Manufacturing and Delivery Information

Please read carefully:

- Check to make sure that the order (including sizes, styles, handing, etc.) is correct and that the billing, shipping and email addresses are all accurate
- Manufactured material typically requires 3-7 weeks to manufacture
- Non-manufactured material is generally available within 15 business days (longer if not a stocked item)

If your order is prepaid, it will automatically ship once it is complete.

CHECKLISTS

Before the package arrives:

- Ensure the address and phone number on the receipt are correct.
- Ensure the order (including sizes, styles, handing, etc.) is correct.
- Be aware that the package will be left at your address without signature unless otherwise noted.

When the package arrives:

- Open package(s) and inspect materials for damage within 24 hours. Any damage must be reported to our Parts and Service Department within 24 hours of delivery.
- If you meet the driver and you see damage to the packaging or product, please have the driver note it on the shipping paperwork. If there is damage, call our Parts and Service Department within 24 hours of delivery to report the damage.
- Protect all materials from damage.
- Seal all exposed wood (top, bottom, front back and sides) with proper exterior and interior products within 7 days of receiving the materials, or the warranty will be void.

If you have any further questions or concerns, please call our Parts and Service Department at your earliest convenience.

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Freight Company - 70' Box Truck

Important Manufacturing and Delivery Information

Customer is responsible for providing manpower to unload the materials.

Please read carefully:

- Check to make sure that the order (including sizes, styles, handing, etc.) is correct and that the billing, shipping and email addresses are all accurate
- Manufactured material typically requires 3-7 weeks to manufacture
- Non-manufactured material is generally available within 15 business days (longer if not a stocked item)
- When the order is ready, we will schedule the delivery with you (or your installer) and a freight company

CHECKLISTS

Before the package arrives:

- Do you have enough people to unload the material?
 - 3-4 people for sliders and/or large windows (fully assembled weight is approximately 500 lbs)
 - 2-3 people for medium-sized windows, doors and/or beams
 - 1-2 people for most other lighter weight material

When the package arrives:

- Inspect the packaging and report damage to the driver so that he/she can indicate it on the shipping paperwork. If there is damage, call our Parts and Service Department within 24 hours of delivery to report the damage.
- Open package(s) and inspect materials for damage within 24 hours. Any damage must be reported to our Parts and Service Department within 24 hours of delivery.
- If glass, you must inspect package for damage and sign off before delivery truck leaves. Inspect glass as soon as unloaded. Any damage must be reported to our Parts and Service Department within 24 hours.
- Protect all materials from damage.
- Seal all exposed wood (top, bottom, front back and sides) with proper exterior and interior products within 7 days of receiving the materials, or the warranty will be void.

Any additional options such as a lift gate, specific time/date, or address change need to be approved by Acorn Deck House Company and will be subject to additional charges.

If you have any further questions or concerns, please call our Parts and Service Department at your earliest convenience.

Dedicated Truck - 70' Flatbed

Important Manufacturing and Delivery Information

May ship with other orders.

Customer is responsible for providing manpower to unload the materials.

Please read carefully:

- Check to make sure that the order (including sizes, styles, handing, etc.) is correct and that the billing, shipping and email addresses are all accurate
- Manufactured material typically requires 3-7 weeks to manufacture
- Non-manufactured material is generally available within 15 business days (longer if not a stocked item)
- When the order is ready, we will schedule the delivery with you (or your installer)

CHECKLISTS

Before the package arrives:

- Have you sent us your map to site?
 - We cannot schedule delivery until we receive a hand-drawn map with detailed description to the ship-to address.
 - The map must indicate low bridges, weight restrictions and/or narrow roads that may not allow a large truck to pass through.
 - No photocopied maps from map books or computer maps such as Yahoo, Google, MapQuest, etc.
 - See page 2 for more information
- Do you have enough people to unload the material?
 - 3-4 people for sliders and/or large windows (fully assembled weight is approximately 500 lbs)
 - 2-3 people for medium-sized windows, doors and/or beams
 - 1-2 people for most other lighter weight material

When the package arrives:

- Inspect the packaging and report damage to the driver so that he can indicate it on the shipping paperwork. If there is damage, call our Parts and Service Department within 24 hours of delivery to report the damage.
- Open package(s) and inspect materials for damage within 24 hours. Any damage must be reported to our Parts and Service Department within 24 hours of delivery.
- If glass, you must inspect package for damage and sign off before delivery truck leaves. Inspect glass as soon as unloaded. Any damage must be reported to our Parts and Service Department within 24 hours.
- Protect all materials from damage.
- Seal all exposed wood (top, bottom, front back and sides) with proper exterior and interior products within 7 days of receiving the materials, or the warranty will be void.

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Deck House Truck - Pick-Up Truck or 40' Flatbed

Important Manufacturing and Delivery Information
Available in limited areas.

Customer is responsible for providing manpower to unload the materials.

Please read carefully:

- Check to make sure that the order (including sizes, styles, handing, etc.) is correct and that the billing, shipping and email addresses are all accurate
- Manufactured material typically requires 3-7 weeks to manufacture
- Non-manufactured material is generally available within 15 business days (longer if not a stocked item)
- When the order is ready, we will schedule the delivery with you (or your installer)

CHECKLISTS

Before the package arrives:

- Have you sent us your map to site?
 - We cannot schedule delivery until we receive a hand-drawn map with detailed description to the ship-to address.
 - The map must indicate low bridges, weight restrictions and/or narrow roads that may not allow a large truck to pass through.
 - No photocopied maps from map books or computer maps such as Yahoo, Google, MapQuest, etc.
 - See page 2 for more information
- Do you have enough people to unload the material?
 - 3-4 people for sliders and/or large windows (fully assembled weight is approximately 500 lbs)
 - 2-3 people for medium-sized windows, doors and/or beams
 - 1-2 people for most other lighter weight material

When the package arrives:

- Inspect the packaging and report damage to the driver so that he can indicate it on the shipping paperwork. If there is damage, call our Parts and Service Department within 24 hours of delivery to report the damage.
- Open package(s) and inspect materials for damage within 24 hours. Any damage must be reported to our Parts and Service Department within 24 hours of delivery.
- If glass, you must inspect package for damage and sign off before delivery truck leaves. Inspect glass as soon as unloaded. Any damage must be reported to our Parts and Service Department within 24 hours.
- Protect all materials from damage.
- Seal all exposed wood (top, bottom, front back and sides) with proper exterior and interior products within 7 days of receiving the materials, or the warranty will be void.

If you have any further questions or concerns, please call our Parts and Service Department at your earliest convenience.

Deck House Truck - 40' Flatbed with Moffett

Important Manufacturing and Delivery Information
Available in limited areas.

Please read carefully:

- **Truck mounted fork lift. Driver has the right to refuse the unloading of materials with moffett if he deems it unsafe. If this is the case, customer is responsible for providing manpower to unload the materials.**
- Check to make sure that the order (including sizes, styles, handing, etc.) is correct and that the billing, shipping and email addresses are all accurate
- Manufactured material typically requires 3-7 weeks to manufacture
- Non-manufactured material is generally available within 15 business days (longer if not a stocked item)
- When the order is ready, we will schedule the delivery with you (or your installer)

CHECKLISTS

Before the package arrives:

- Have you sent us your map to site?
 - We cannot schedule delivery until we receive a hand-drawn map with detailed description to the ship-to address.
 - The map must indicate low bridges, weight restrictions and/or narrow roads that may not allow a large truck to pass through.
 - No photocopied maps from map books or computer maps such as Yahoo, Google, MapQuest, etc.
 - See page 2 for more information.
- Do you have enough people to unload the material?
 - 3-4 people for sliders and/or large windows (fully assembled weight is approximately 500 lbs)
 - 2-3 people for medium-sized windows, doors and/or beams
 - 1-2 people for most other lighter weight material

When the package arrives:

- Inspect the packaging and report damage to the driver so that he can indicate it on the shipping paperwork. If there is damage, call our Parts and Service Department within 24 hours of delivery to report the damage.
- Open package(s) and inspect materials for damage within 24 hours. Any damage must be reported to our Parts and Service Department within 24 hours of delivery.
- If glass, you must inspect package for damage and sign off before delivery truck leaves. Inspect glass as soon as unloaded. Any damage must be reported to our Parts and Service Department within 24 hours.
- Protect all materials from damage.
- Seal all exposed wood (top, bottom, front back and sides) with proper exterior and interior products within 7 days of receiving the materials, or the warranty will be void.

If you have any further questions or concerns, please call our Parts and Service Department at your earliest convenience.