

# What to Expect for Oversized Shipment



If your order contains an oversized item, it will be delivered by carriers who specialize in transportation of oversized products. We are excited to get your gardening order to you and for a smooth delivery, here's a heads up of what to expect once your order has shipped out



## 1. Confirm your contact number:

The designated freight carrier will contact you on the phone # provided in your order to schedule a delivery date and confirm the time window. If this is **not** the correct contact number, **contact us** right away.



## 2. Transit time:

Shipping time for freight order can typically take 3-10 days (additional delivery time for remote areas).



## 3. Be present to receive your order:

Deliveries are scheduled in a 4-hour timeframe and an authorized adult must be present to receive, inspect & sign the delivery of this shipment.



## 4. Unloading of the item(s):

The delivery truck will unload the item(s) **on the curb** outside your residence or business (for example, sidewalk, driveway or porch).

Drivers are not authorized to deliver beyond the front door even in office buildings or apartments and assembly services or packaging removal are not included.

**If curbside delivery is not an option for you please reach out to us as soon as possible.**



### 5. Bill of Lading (BOL):

The truck driver will provide you with a delivery notice, or Bill of Lading, for you to sign if you confirm the receipt of the order.



### 6. Inspect and count the package:

Before signing the BOL, please inspect your shipment for visible damages and defects. If there are any concerns, describe the issue on the delivery receipt or BOL provided by the driver. Any issues must be noted before signing of the delivery.

Make sure you count the items received as signing the BOL confirms you have received all the items expected in that shipment. If you do have any issue receiving be sure to contact us within 3 business days. We are happy to assist.



### 7. Sign and Enjoy!

If you are satisfied with the package, sign the BOL and thank the driver. It's now time to get planting!

We want your delivery to be a pleasurable experience. For any questions or concerns, contact us at [customerservice@crescentgarden.com](mailto:customerservice@crescentgarden.com) or **+1 (305) 477-0024** .