

Project

SHIPPING **INFORMATION**

SHIPPING:

Abitar Project understands that no two-construction sites are the same. Sites change on a daily basis as multiple contractors and their teams navigate through several critical paths of construction.

Below are some helpful recommendations, requirements and information to ensure you have a smooth and efficient delivery with A Project.

If you have a scheduled shipment and are expecting delivery within the next 72 hours and need immediate assistance, please visit Abitar Project's support page

ORDER CONFIRMATION AND DELIVERY STATUS UPDATES:

Once your order has been confirmed and processed you'll receive a detailed, and itemized invoice showing the products ordered and the quantity of boxes/units that will be delivered.

DELIVERY STATUS UPDATES AND TRACKING YOUR ORDER:

You can also monitor and track your order by logging into your Abitar Project account. Please visit the TRACK YOUR ORDER

Your final delivery date will be confirmed no less than 48 hours in advance and a delivery time "window" will be provided to you.

RECEIVING YOUR ABITAR PROJECT SHIPMENT:

PALETTIZED PRODUCTS

Depending on the product type some or all of your products may be delivered palletized. All pallets are fumigated per ISPM 15 requirements.

RECEIVING PALLETS AT A WAREHOUSE WITH LOADING DOCKS

If you are receiving palletized products at a warehouse location equipped with loading docks, loading docks should be clear and clean. Receiving your palletized shipment is a very straight forward process in-line with industry standards.

LIVE UNLOAD TIME-FRAME FOR PALLETTIZED SHIPMENTS

Abitar Project provides live-unload services for a maximum of one (1) hour. The truck driver will wait at the delivery site/location while your team unloads the palletized goods. If the unloading process exceeds the one (1) hour time-frame additional waiting fees will be applied. Waiting rates are based on region. Please request a rate schedule for your region to learn more.

RECEIVING PALLETTIZED SHIPMENTS TO CONSTRUCTION SITES

If you are receiving palletized products to a construction site or a location without loading docks, advanced preparation is required. An Abitar Project representative or Project Concierge will work with you and your team prior to delivery, and determine the best location and method for final delivery.

PROJECT MANAGER

A Project Manager from your company must be present on the day and time of delivery to prepare and coordinate local construction crews and manage the delivery site location. Project Managers may also need to communicate with local municipalities to coordinate "no parking" hours, or obtain the appropriate street signage to ensure third-party vehicles do not obstruct delivery locations.

REQUIRED ELEMENTS AND MACHINERY

The elements and machinery below (including but not limited to) are required, and should be ready to use and operate on the day and time of delivery. If these items are not available and ready

to use Abitar Project will not deliver to your project's construction site. Any delayed, rescheduled or cancelled deliveries may be subject to additional storage fees, demurrage, and other additional costs and risk, pursuant to section 3, of Abitar Project's Purchase and Sales Agreement.

UNOBSTRUCTED STREET FRONTAGE

After your delivery date and time have been confirmed, the delivery site must be prepared to receive your building materials. Depending on the quantity and weight of your order, your shipment will arrive in either a 20' or 40' container. It is imperative that your final delivery location has ample unobstructed space to receive your container order.

- When receiving 20' containers, a minimum of 50'-0" of clear, unobstructed street frontage should be prepared.
- When receiving 40' and 40'HQ containers, a minimum of 70'-0" of clear, unobstructed street frontage should be prepared.

For example, if you are receiving a twenty (20') container, fifty (50') feet (container + delivery truck + telescopic forklift, if needed) of unobstructed clear street frontage should be prepared in front of your construction site or specified delivery location. If a forty (40') foot container is arriving seventy (70') feet (container + delivery truck + telescopic forklift if needed) of unobstructed clear street frontage. Unobstructed street frontage will also facilitate access and expedite the unloading process whether you are using manpower or a forklift.



TELESCOPIC FORKLIFT

A telescopic forklift is an obligatory requirement for any A Project shipment arriving to a construction site. If you are a General Contractor you've probably been through this process several times before. A telescopic forklift such as a Skytrak®, makes it possible to reach the full distance of a container and unload pallets without the need for a loading dock. Telescopic forklifts also make it possible to unload containers without the need of a pallet-jack.

In addition, telescopic forklifts provide easier building material distribution for multi-level construction.



PICK-UP TRUCKS

Sometimes it is also very useful to have a “good, old” F-150® close by. Pick-up trucks can be very useful for loose product shipments such as kitchen and bathroom cabinetry. Depending on the logistics of your project, many times your unload location is not close to your final storage and distribution location. Unloading loose boxes into a pick-up truck and delivering those products to the storage and distribution location can help move the process forward at a good pace. If multiple pick-up trucks are available a delivery rotation can be developed with runs back and forth from the container to the storage area - greatly increasing unloading time.



MANPOWER

When receiving products in loose format, ample manpower is a must. Not only is manpower a must, but a strong team with a good attitude is even more important. Loading and unloading containers is a very physical process; however, if your team is coordinated, managed and encouraged properly the process will be smooth, a flow will develop and containers will be unloaded quickly and efficiently.



AVERAGE OFF-LOADING TIMES FOR NON-PALLETIZED SHIPMENTS

Certain products may be delivered non-palletized. If you are receiving shipment of non-palletized products, Abitar Project suggests a team of no less than six (6) individuals to unload loose product shipments. Naturally, with a larger off-load team, and more manpower present, the more efficient and expedient the unloading process will be.

With a team of (6) individuals, it is recommended to assume (on average) the following duration of time to unload loose product shipments:

- 20’ Container: 2 hours, 30 minutes
- 40’ Container: 4 hours

If you require more time for off-loading please notify an Abitar Project representative or your Project Concierge no less than 48 hours prior to your scheduled delivery. For your convenience Abitar Project ground shipping carriers will leave your shipping container at your construction site and return to pick-up the empty container once all products have been off-loaded.

INSPECTION, AND SIGNING FOR YOUR DELIVERY

Once your building materials have been unloaded a waybill will be presented to you for your signature. You will need to sign the waybill to complete the delivery process.

A waybill is a document issued by a carrier giving details and instructions relating to the shipment of a consignment of goods. Typically, it will show the names of the consignor and consignee, the point of origin of the consignment, its destination, route, and method of shipment and confirmation that it arrived at the designated shipping address. **Before signing the waybill please take the following steps:**

IMMEDIATE INSPECTION FOR FREIGHT DAMAGE

Immediately upon receiving products you and your team need to inspect the products for potential freight damage. Any claims for freight damage visible or hidden, must be made immediately within 48 hours in order for the carrier to assume full responsibility and absorb any associated costs. This is important as you will be deemed to have accepted the goods in good condition from the carrier and will have no right to reject the goods or to revoke acceptance after this 48-hour window.

NOTE: Many times visible, exterior, packaging damage does not directly signify actual product damage.

IMMEDIATE QUANTITY INSPECTION

Perform an inventory of your order once it has been off-loaded. If you find that some of your products are missing or the quantity of boxes/units does not match your final invoice and waybill, please make note of the missing amount on the waybill.

Following your inspection, sign your waybill and receive the entire order including any damaged cartons. Report damaged or missing products by immediately contacting Abitar Project's Customer Support via email or phone as noted below. We'll assist you in resolving the issues as quickly as possible.

EMAIL:

customerservice@abitarproject.com

PHONE:

Toll Free in North America:

+1-800-385-4284

International:

+1-323-275-1007 North America, U.S.

+1-514-613-0383 North America, Canada