

Getting your gear back to us  
(for pallet shipments)

1 – When discussing shipping with your Project Manager you should tell him if you have a loading dock or a fork lift. If you do not have either, a truck with a lift gate can be sent. (*Note that a lift gate delivery or pickup may cause a 1 day delay due to limited availability.*)

2 – You should also tell your PM if you have shipping supplies (i.e. a banding machine, pallets) otherwise we can send ratchet straps.

3 - When the gear arrives notice how the gear was shipped to you. Make notes or take a picture if it will help.

> How is the gear arranged on the pallet?

> Are the cases upside down? Wheels toward middle or outside?

> Are ratchet straps holding the gear on the pallet?

> Are there directional arrows or notes on the boxes/cases as to how it can /can't be stacked or turned over?

2 - Save all pallets, boxes and ratchet straps so you can use them to send the gear back.

>The ratchet straps are included in your rental and you will be charged for them if they are not returned.

3 – When unpacking fixtures out of cases & “formed” boxes, remember how they came out because they need to go back in the same way. If you try to force them back in, it may cause damage.

4 – When you're ready to return the gear, refer to your notes and photos and repack the gear as near to the original as possible.

5 – Call the freight company to arrange pickup or pre-arrange a pickup with you PM.