



FREIGHT / SHIPPING / RECEIVING & DELIVERY

This is your comprehensive guide to all things freight, shipping, receiving and delivery. This is a whole world that exists within the process of design and construction that falls under the appreciation radar, so hold onto your hat while we do a deep dive!

First thing's first: Erin Kollmer's Studio does not charge full-service design clients retail for goods purchased through us. We engage our trade discounts and pass along a portion of those trade benefits to you, so not only are you taking the work of sourcing, ordering, and tracking off your hands, but you're also paying for each item *below retail*. Good deal, right? This means that we keep the costs associated with freight and receiving transparent, instead of rolling them into the cost of the items like your standard retailers often do.

WHAT DOES THIS PROCESS LOOK LIKE?

The process goes something like this:

APPROVED PO → ORDER PLACED → SHIPMENT RELEASED VIA FREIGHT SERVICE → SHIPMENT RECEIVED AND INSPECTED AT WAREHOUSE, AND HELD UNTIL READY FOR INSTALL.

SOOO, WHAT IS FREIGHT?

Freight shipping means that your items are loaded on a large truck by a company who specializes in larger shipments. Shipping with freight carriers achieves pricing that falls into a much more affordable price point than UPS or FedEx. Freight line carriers are the only method in which manufacturers ship furniture, which is also why deliveries are unable to be received at residential addresses. Which leads us to...

WHY HIRE RECEIVERS AND INSTALLERS?

These freight carriers only drop their goods at a 'receiving warehouse', or a place that has either a loading dock or a forklift and a team of people to unload that truck. The items being shipped are heavy, often packaged on pallets and in crates, and sometimes require assembly.

IT IS THE JOB OF THE RECEIVING WAREHOUSE TO DO THE FOLLOWING:

1. Unload the truck & 'receive' all the items. Any items with visible damage to packaging will be immediately refused and sent back with the delivery truck driver.



2. All items must be checked against the manifest & logged into inventory.
3. Every piece must be unwrapped, unboxed, or uncrated & thoroughly inspected for damage, imperfections, or defects. This ensures any damage that may happen in transit or at the factory is not your responsibility! If an item has been installed and you have lived with it for any period prior to noticing damage, the responsibility is at that point no longer that of the manufacturer or shipper.
4. Erin Kollmer LLC is notified of any imperfections and damage and works behind the scenes to rectify any repairs or replacements with the manufacturer.
5. Our receivers assemble any items requiring assembly prior to installation.
6. Approved furniture is then re-wrapped, re-boxed or re-crated until we are ready for your install!

AND THEN, THE INSTALL!

All of your items will be removed from storage, loaded (very carefully!) into the truck, and head to the project location. Prior to installation day, the date and time for installation will be agreed upon by you, so you will be able to plan ahead.

Once they arrive at the project location, the installers unload the truck and unpack all items, again, very carefully! Installers are team players who work closely with your designer to make sure each item is placed as intended, often utilizing a keyed furniture plan and matrix.

What else does this process provide you? The benefit of not having to discard all of the packaging. I know.. it sounds like no big deal, right? But imagine your installers leaving with all of the trash! *Poof*, you're left with your items and no packing clean up.

What if your project was executed with all of your dream items, and executed with no heavy lifting of your own? This process ensures this becomes your reality.

Happy shipping!

A handwritten signature in black ink, appearing to read 'x/erin'.