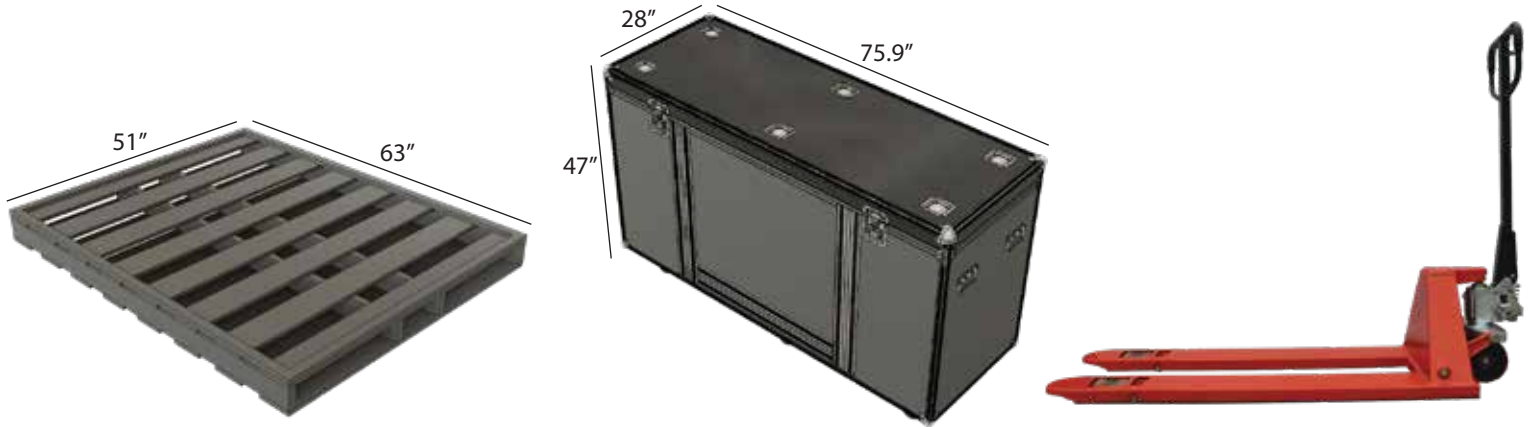


# AV-DROP SHIPPING GUIDE

## PALLETS/ROAD CASES



### PALLET

- » AV-Drop is shipped on a large pallet(s), 63"l x 51"w x up to 70"h and up to 1500 pounds.
- » Will not fit through a single standard size door, it requires double doors.
- » Movement requires a standard pallet jack or forklift but is not compatible with "narrow" pallet jacks.

### AV-DROP ROAD CASE

- » AV-Drop may be shipped in a road case if available.

### THINGS TO CONSIDER

- » You must provide accurate shipping information for inbound/outbound shipping.
- » Loading dock information:
  - Hours of operation of loading dock or shipping area
  - Truck height restrictions
  - Special delivery conditions of the venue
  - Notify Drape Kings if a lift gate is required
  - Special Packaging
- » Failure to provide details may incur additional costs billable to the customer.

### SHIPPING ADDITIONAL EQUIPMENT

- » Clients installing in a venue outside the Drape Kings delivery range must supply the appropriate number of sandbags, ladders, and lifts needed for installation. We will not provide this support equipment for jobs outside of our delivery range.
- » If client does need Drape Kings to provide sand bags, additional shipping fees will incur.
- » If return shipping comes back damaged due to repacking wrong, client is responsible for damages.
- » Please pack the item(s) securely in the original pallet similar to how it arrived. All items must be returned in good condition to ensure that you no additional damage fee will be applied to customer's account. The renter is responsible for returning rented item(s) in the same condition in which it/they were rented.