



Shipping Information – Velocity Plotters

At Velocity Plotters, we are committed to ensuring that your products arrive safely and efficiently. Below are important details and requirements regarding the delivery and reception of shipments:

1. Inside Delivery – Residential Addresses

For residential deliveries, “inside delivery” means the carrier will move the crate to the driveway, porch, or garage. Important: Delivery personnel will not bring the crate inside the home under any circumstance.

2. Inside Delivery – Commercial Addresses

For business locations, “inside delivery” generally means the shipment will be placed just inside the main entrance. However:

- In many cases, delivery will be made only to the loading dock or freight elevator entrance.
- It is the customer's responsibility to have someone available to receive the crate at these locations.

3. Freight Elevator Information

If your building has a freight elevator, please inform us in advance and provide exact dimensions. This ensures the crate can fit inside upon delivery.

4. Loading Dock Requirements

The fastest and safest way to unload your shipment is directly from the truck onto a loading dock. Standard loading dock height: 52 inches.

5. Liftgate (Tail Lift) Deliveries

A liftgate is a mechanical platform on the truck used to raise or lower heavy items between the truck and ground level.

If your facility does not have a loading dock or forklift, let us know in advance so we can arrange a liftgate truck for your delivery.

6. Customer Responsibilities at Delivery

To ensure your order is protected and eligible for claims, please:

- Inspect the shipment thoroughly before signing the delivery receipt (Bill of Lading).
- Check the crate or packaging for visible damage. If present:
 - Take clear photos immediately
 - Note the damage in detail on the Bill of Lading before signing
 - Do not discard the damaged packaging

If no damage is noted at the time of delivery, you waive your right to file a freight claim, and any associated warranty coverage will be void.

7. Freight Claims for Damaged Shipments

If your order arrives damaged and the issue was properly documented at delivery:

- Contact your sales advisor within 24 hours
- Provide photos and a description of the damage
- Do not return or repackage the item until instructed (a carrier inspection may be required)
- If a replacement is needed immediately, a new invoice will be issued for the second shipment
- Once Velocity Plotters receives the freight claim reimbursement from the carrier, that amount (less any fees) will be credited to your original invoice.

Contact Us

For shipping questions or to report delivery issues:

☎ 833-275-6888

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🌐 www.velocityplotters.com