



1-800-929-3299

8 a.m.- 5 p.m., PDT, Monday-Friday
customerservice@cspindustries.com

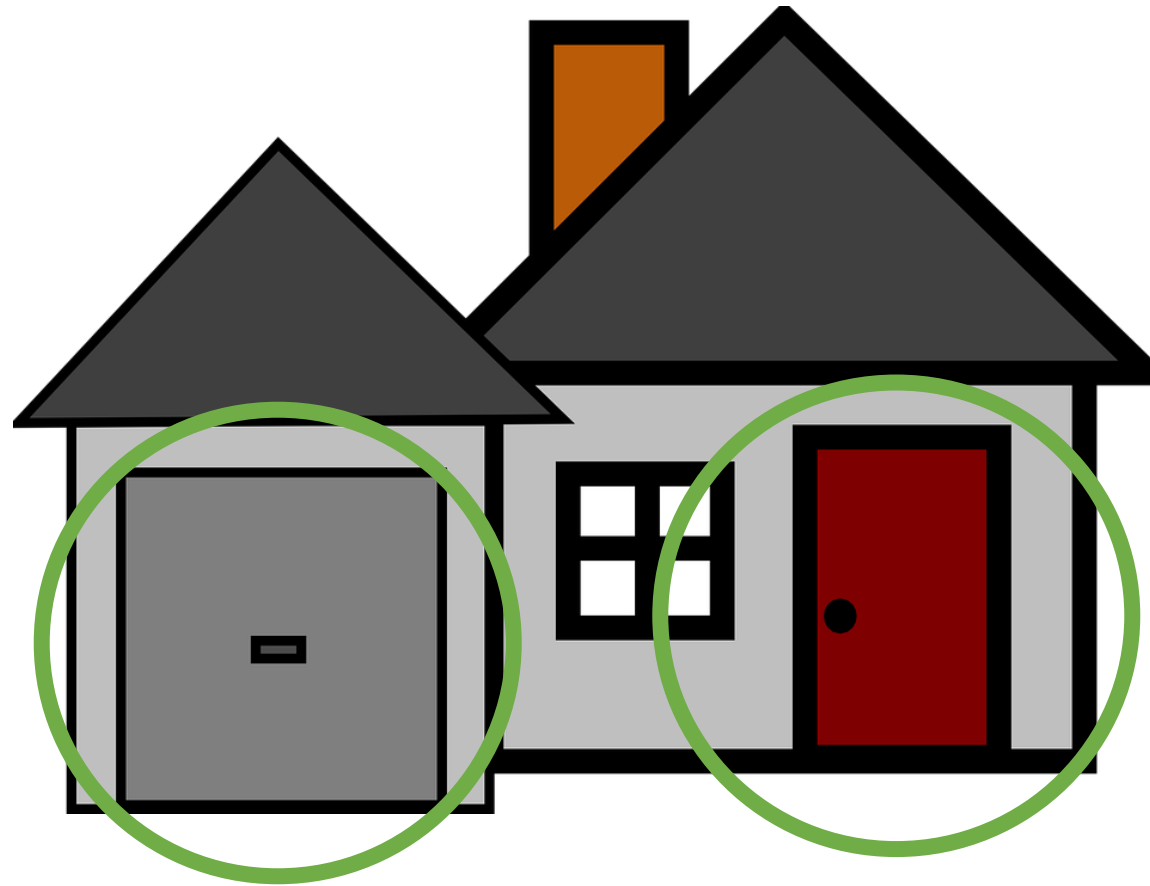
Curbside Delivery Instructions



Some time after placing your order, the freight carrier will call or email you to set up a delivery appointment. Please make sure that you provide your daytime phone number at check out and that you monitor your emails for an appointment contact.

Additional notes:

- Generally, deliveries will be scheduled between the hours of **8 AM** and **8 PM**, **weekdays**.
- Your delivery will be scheduled within a **4 hour window**.
- **Extraordinary delivery requirements** may necessitate an additional fee to the carrier.
- Delivery is available to Alaska, Hawaii, and Puerto Rico. An additional shipping and handling fee will be applied at check out, and additional transit time will be required.



- Standard shipping via **“Threshold Delivery”** is included in the quoted price. **“Threshold Delivery”** includes placement **inside your front door** or **garage**.
- Delivery can only be made inside of the front door on the ground level of multi-level housing.



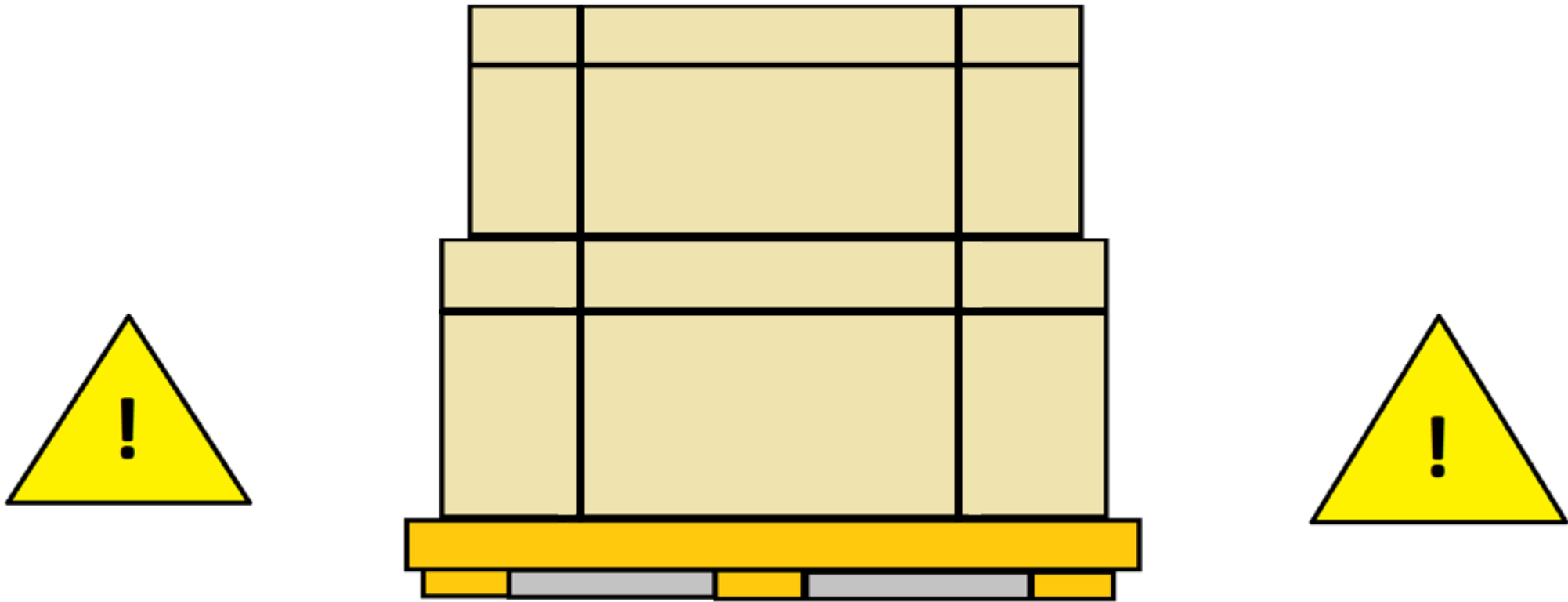
For residential delivery:

- 1. The carrier will confirm if you have any height or length restrictions.**
- 2. Liftgate services will be provided.**
- 3. Delivery will generally arrive in a box truck.**

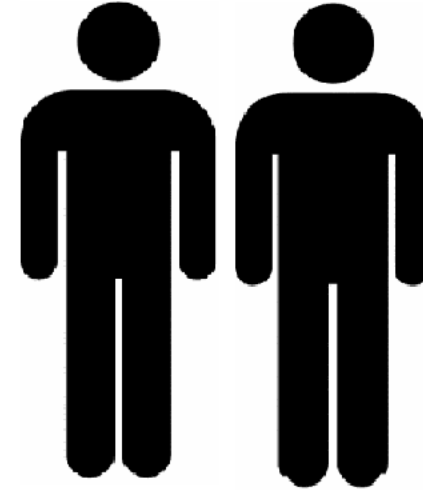
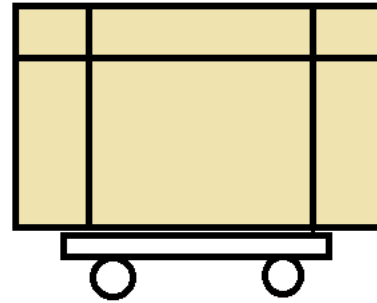
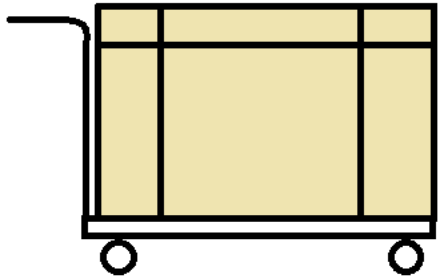


For business delivery:

- 1. The carrier will confirm your business name and any height or length restrictions, as well as loading dock availability.**
- 2. Liftgate services will be provided.**
- 3. Delivery will generally arrive in a box truck.**



Please note that this product will arrive on a pallet in two separate boxes.



We suggest having a dolly or hand truck and an additional person to assist in receiving the delivery. This product is very heavy and can cause injury if not handled carefully.

When your delivery arrives:

1. Fully inspect the product to check for damages.
2. If you see signs of damage, cut the straps and lift the box to perform a closer inspection.
3. If there is damage to the frame, **DO NOT** accept the delivery.

Freight				
DATE				
SHIPPER:				
DAMAGED				
PIECES	DESCRIPTION	WEIGHT	RATE	CHARGES
				DO NOT SIGN
Customer Signature X _____				

If you receive a damaged product, **DO NOT SIGN FOR IT**. Instead, write **DAMAGED** on the delivery receipt, and send it back with the driver.

Note: If you ordered more than one unit, **only return the damaged unit**.

Contact the merchant to arrange for a replacement.

Some parts are available for easy replacement. CSPS is happy to mail replacement parts to you should you find anything damaged or missing. This includes:

- Keys
- Handles
- Gas lifts for the top lid
- Drawer slides
- Casters
- Screws and bolts
- Power strips
- Peg trays



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You do not need to return the entire product if any replaceable parts are damaged. Please feel free to reach to CSPS customer support or the merchant to arrange for part replacement.

Freight				
DATE				
SHIPPER:				
PIECES	DESCRIPTION	WEIGHT	RATE	CHARGES
Customer Signature X <i>John Smith</i>				

If there are no damages to the product, sign the delivery receipt and accept the product.

REMEMBER: Handle with care. This product is VERY HEAVY.





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**Please feel free to reach out to us if you
have further questions or concerns.**

Thank you for your purchase.