

Residential Equipment Delivery Information



The customer is responsible for unloading the truck.

You will receive a phone call from our logistics team to confirm shipment date and provide details. There will be a second call from the driver to schedule delivery at your home.

Your play equipment will arrive through a Less-Than-Truck-Load national freight carrier of our choice. You can expect your pallets to be from 6' to 15' in length by 4' wide.



Each delivery truck will arrive at your door with a lift gate, which means the carrier will be able to lower **some** of the pallets to the ground with your assistance and leave in your driveway or street.

At least **one** of the pallets will be from 8' to 14' long containing the vertical posts. These can be hand unloaded and each post will weigh from 40 to 70 lbs. There may be up to 12 posts.

It is then up to the customer to transport the pallets of equipment and posts to the installation site. The freight carrier will not wait for you to transport the equipment.

Installation instructions will be emailed, and a hard paper copy will be in a box clearly marked: INSTALLATION INSTRUCTIONS. There will be a phone number included that you can call for additional information.

Complete installation is entirely up to the customer with clear instructions. Simple phone or email questions will be answered in a timely manner.

Play Sand for sand boxes is NOT included. The customer is responsible for finding their own source locally.

Each 2" x 6" frame (30" square) will require approximately 300 lbs of Play Sand.

Optional: The customer may choose to obtain and place Landscape Fabric inside the frame prior to sand installation.

