



WESTERN STATES METAL ROOFING

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Customer Arranging Freight Instructions

We are committed to providing our customers with the best customer service possible. It is important for all of our customers requesting to arrange their own freight are made aware of the necessary requirements. Please take a minute to read the following instructions carefully.

- When choosing to arrange your own freight:
 1. WSMR is **not liable** for arranging freight, shipment damages, bill of Ladings, communication to drivers, tracking of shipment and delivery of material.

- Steps to follow for a smooth loading process for your order
 1. Confirm with the sales rep if you're providing a flatbed truck or LTL Van
 - a) If material is shipping via **LTL Van trailer**, special packaging is needed to ensure safe transport. Packaging can be refused, but you as a customer must sign a waiver releasing WSMR of all liability for said shipment. **(Please ask your sales rep regarding packaging needs)**
 - b) If material is shipping via **Flatbed (accessible from side of trailer)**, no special packaging may be needed, but please follow steps below.
 2. Once the order is 100% complete, you will receive a call from WSMR with crate dimensions, weight, and a pick-up number for your shipment. Once you've received all information you can now arrange your shipment. You must send WSMR a BOL with above dimensions, weight, and pick up number before any shipment is loaded. BOL'S sent prior to shipment being ready will be rejected, any BOL without proper dimensions, weight, and pick-up number will be rejected.
 3. Once a bill of Lading has been received a truck can come and pick up the order

Monday – Friday between the hours of 8:00 am – 3:00 pm
 4. When the truck arrives, the driver **must provide** the pick-up number given
 5. If a driver arrives and doesn't provide a pick-up number they will be turned away and customer will need to arrange freight pick up for another time

Western States Metal Roofing appreciates your help with your assistance in helping with the necessary requirements for arranging your own freight. Please sign below and return with your order.

Signature: _____ Date: _____

* Your order will not be processed until this form has been received