GENERAL STRUCTURES INC
A DWM COMPANY

Shipping & Delivery

DELIVERY

Light pole shipping and handling requires an experienced touch given the awkward size of our products. General Structures Inc. will—at its discretion—choose the carrier it feels will provide the highest quality of service.

Most orders are shipped using Gateway Distribution — which specializes in shipping steel and aluminum light poles — or brokered with independent flatbed carriers to ensure our poles arrive damage free. Small parts orders or anchor bolts requested ahead of poles are shipped via UPS.

Every effort will be made to accommodate a customer request for a specific carrier if the customer accepts to pay associated freight costs. In these cases, the freight carrier and account number should be noted on the purchase order. Typically, poles will be delivered on a flatbed truck.

Re-consignment of a shipment may result in additional charges that will be the responsibility of the customer.

- It is the contractor's responsibility to offload the poles, using a forklift or crane.
- Never lift a pole by inserting a fork through the end of the pole shaft.
- Unloading delays may result in additional charges to be billed to the customer.
- Hardware is typically sent with the poles, in a separate box.

INSPECTION

- Upon delivery, it is imperative the pole wrapping is removed.
- The contractor must thoroughly inspect the poles and ensure all items were delivered without any damage during transit.
- Any shortages or damages must be noted on the delivery receipt.
- Be certain to open, inspect, and count all hardware.

STORAGE

- Remove all blue wrap and cardboard.
- If possible, store poles inside, away from the elements.
- Poles must be kept off the ground and not submerged in snow or water.
- Separate layers of poles with padded dunnage (dry, untreated wood).
- Generally, it is best to alternate poles top to bottom and bottom to top.
- Make sure that the dunnage is directly in line to one another to apply equal pressure on the poles.

NON-COMPLIANCE

- Wrapping left on pole may result in damage to the appearance of the finish.
- Cardboard may allow water to be trapped and condensation to build — causing staining.
- Wet dunnage and dunnage with a chemical makeup may result in damage to the finish.
- Unequal dunnage distribution may result in bending and/or warping of the pole.