

Shipping and Receiving Policy

CastMaster Precast Concrete
A Division of Fab Manufacturing, LLC

At CastMaster Precast Concrete, we strive to ensure timely and efficient delivery of our products to your site. To facilitate a smooth process, please review the following guidelines for receiving shipments:

Delivery Scheduling and Confirmation

1. **Delivery Coordination:**

All deliveries will be coordinated in advance with your designated contact. Please provide clear instructions for site access, delivery hours, and any specific requirements to avoid delays.

2. **Delivery Hours:**

Our deliveries typically occur during standard business hours **Monday through Thursday, 7:30 AM – 5:00 PM** unless otherwise arranged. Requests for after-hours delivery will be reviewed on a case-by-case basis and may incur additional fees.

3. **Contact Information:**

It is your responsibility to provide accurate and up-to-date contact information, including the on-site receiver's name and phone number, to ensure smooth coordination.

Receiving Guidelines

1. **Inspection Upon Arrival:**

- Carefully inspect all deliveries immediately upon arrival for completeness and condition.
- Compare the shipment with the accompanying **bill of lading (BOL)** or shipping documents.
- Report any visible damages or discrepancies to the driver before signing off on the delivery. Notes should be made directly on all BOL copies.

2. **Hidden Damages:**

- If damages are discovered after the delivery has been accepted, notify our team within **48 hours** and provide supporting documentation, including photos.
- Retain all packaging materials for inspection or claims processing.

3. **Delivery Access and Site Requirements:**

- Ensure the delivery site is accessible and prepared for unloading. This includes a clear pathway for trucks to enter and exit and adequate space for unloading equipment.
- If special equipment (e.g., cranes, forklifts) is required for unloading, it must be arranged by the customer unless pre-arranged with CastMaster in writing.

Product Handling and Storage

1. Handling Precautions:

Precast concrete products should be handled carefully to prevent chipping, cracking, or other damage. Use appropriate lifting equipment and techniques to not cause damage.

2. Storage Recommendations:

- Store products on a level surface, away from corrosive materials, and protect them from impact or environmental exposure.
- Do not apply salt, de-icing agents, or other chemicals to the product surface, as this can compromise durability and void the product warranty.
- All palletized products are to be store in a single layer. Never double stack palletized products!

Additional Notes

- **Delivery Delays:** If unforeseen circumstances arise that may affect delivery timing, we will communicate updates as soon as possible.
- **Delivery Rescheduling:** Requests to reschedule deliveries must be made at least **24 hours** in advance or prior to pick up (whichever is sooner) to avoid rescheduling fees.
- **Customer Responsibilities:** Customers are responsible for ensuring that on-site personnel are available to receive, unloaded with appropriate equipment, and inspect the shipment.

We value your business and are committed to providing a seamless delivery experience. If you have any questions or need to update your delivery preferences, please contact us at **901-286-1174**

Sincerely,
CastMaster Precast Concrete
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