

SUNLINE CUBE KIT

DIY receiving + assembly checklist



start here



pre-shipment

Curbside Delivery - means your order will arrive on pallet(s) on the back of a freight truck. The driver does not handle/unload the product, meaning you will need to be prepared to offload everything on your own



Equipment -

You'll need a loading dock+ pallet jack, OR a forklift, to get the pallets *off* the truck! If you don't, you can request a truck with a lift gate (extra \$\$), but availability is not guaranteed. Don't forget dollies for transport inside.



Facilities -

Talk to your landlord/ building mgmt. to know their rules for large deliveries: Loading dock access? Limits on elevator use? Special Hours? Failure to do this could result in denied/delayed delivery, and extra \$\$ to reschedule!



Documents + Permissions -

Many buildings have rules for the people who build your furniture. Find out ahead of time if any requirements for certificates of insurance, union labor, materials like masonite to protect walls/floors, etc.



Flexibility -

We cannot guarantee time windows, and any arrival dates are estimations only. Be prepared to be flexible!



Timeliness -

We **STRONGLY** advise that you attend to the above issues **PROMPTLY** after order placement or, at the very least in advance of shipment. Unforeseen problems will cause you delays, money, and hassle.

next up, delivery day...

keep going!



delivery day

Expect The Unexpected - we can handle some of the "behind the scenes" issues before you ever know there could have been a problem. We keep spare parts handy, can make quick modifications when reality doesn't match the information on the drawing and will assist in any way possible. However, you are ultimately responsible for solving any receiving and installation issues.



Personnel -

This product is **HEAVY!** Make sure you have a few strong *staff* members ready to unload and transfer everything swiftly to your office floor. Have a leader/manager, heavy lifters, and those who can use basic tools.



Prepped Space -

The areas where you're building the furniture should be clear & ready to go: paint should be dry, carpet/other flooring should be installed. Pull data cabling ahead of time & schedule your electrician in advance.



Staging Area -

Have an area where you can unpack and organize all parts and pieces, and determine quickly if you are missing anything, or if anything is damaged. The sooner you know, the less time is wasted! NOTE- small hardware packs may be tucked into the corners of packaging- don't throw anything away until installation is complete!



Power + Data -

You may need an IT person to help with data wiring if you are not wireless. Also, with Cube Kit, you will need to access building power outlets or have an electrician provide specialized hardwiring.



Instructions -

Make sure you have, AND follow, the "PDF cubicle installation instructions" or utilize the step-by-step interactive BILT installation instructions. Failure to install correctly can lead to a void in warranty. If you have questions, STOP! Contact us to get in touch with a Field Service Manager for helpful (yet limited) phone support.

you're almost done, but not quite...

one last list!



during/after assembly

You're almost done - just a few more things to do...



Punch Items -

If you find damaged product, DO NOT install it. Submit a photo of the damage, with the part #, to our office within 10 days of receipt and we will order a replacement. Otherwise we may not be able to get it approved as "Shipment Damage" and it maybe be assumed as "Damage During Install" which will cost you \$\$ to replace.



Clean Up -

Wipe down surfaces with a damp cloth, take a dry sponge to any surface marks on the fabrics (we suggest Magic Eraser). Have some WD-40 handy for any sticking drawers, doors, and locks. Make sure everything is level and check to make sure there are no glides that should be adjusted.



Disposal -

Depending on the amount of product you ordered, you will likely have a large amount of trash, including wooden pallets, cardboard boxes, and other packing materials that will may special bulk arrangements for disposal. Check with your building first; if they can't help, you may need to rent a dumpster, or personally transport it to your local trash facility.

you did it!

need help? we got ya. check out the
'DIY delivery + assembly services'



the extras



delivery + assembly services available

Available for an Additional Cost - below are estimated costs only. Contact us at EComm@arnoldsofficefurniture.com for an actual quote.

- Shipping the office furniture freight LTL on an 18-Wheeler with a "hands-off" driver ... **Free**
- 24-Hour Call Ahead Service if you need to know the time of day the shipment will arrive ... **\$75**
- Lift gate delivery if you don't have a loading dock ... **\$250**
- Lift gate with inside delivery ... **\$405**
- **Custom Delivery -** ... **contact us for pricing**
If you feel capable of building the furniture product you ordered, but do not occupy space in a building with the capacity and equipment required to receive the items, you can request our "Inside Delivery Only" option. With this option, we will schedule a specific day with a 4-hour arrival window, and make sure that all packages are delivered to the installation area on your office floor. All cartons will remain unopened. You will still be responsible for all unpacking, product inspection, installation, and trash removal.

please read the '**DIY receiving + assembly checklist**' terms next



DIY receiving + assembly checklist terms

This is to certify that I have received, read, understood and accept the "**DIY Receiving & Assembly Checklist**". I am fully aware of the expectations of self receiving and assembling the product on my own and accept full responsibility for the process as defined on the previous pages.

I understand that I need to verify my building has the needed infrastructure to receive freight shipments, and that I may need to file special paperwork with the building to allow delivery, elevator access, and furniture construction

I understand that shipments cannot be guaranteed for a specific day or time window, and any indications on an arrival date are for estimation purposes only.

I understand that I am responsible for inspecting all of the freight as soon as it is in my possession, and that I have up to 7 Business Days to alert Arnolds Office Furniture of any missing or damaged items, by supplying them in writing (email) with the part numbers & quantities (found on the packing slip), plus photos of any damages. Once received, Arnolds Office Furniture will work swiftly to deliver replacement items, which can take 7 to 10 days, on average, depending on the product.

If I take longer than 7 Business Days, I understand that I may have to pay for replacement items.

I understand that I must follow the "PDF cubicle installation instructions" or utilize the step-by-step interactive BILT installation instructions and install all items as they were originally intended in order to preserve the validity of the product warranty.

I understand that I cannot hold Arnolds Office Furniture financially responsible for any expenses incurred in this process, such as but not limited to:

- Delays in work productivity/profits connected to the shipping/receiving/installation process
- Delays in product shipment caused by conditions beyond our control, i.e. Force Majeure
- Damages to premises, equipment, or persons, caused by or related to the furniture product purchased once the product has arrived on site
- Travel and/or lodging expenses incurred

I understand that, while I have purchased furniture from Arnolds Office Furniture based on a DIY Receiving & Assembly process, if I become unable to complete the process on my own, I can hire Arnolds Office Furniture to do so at an agreed upon rate and timeline.