



# Shipping Expectations

Congratulations! You have just purchased a high quality and carefully designed play structure!

You can be confident that the quality of BYO Recreation products and the service you will receive from our representatives and staff will make your playground purchasing experience a great one! You are responsible for facilitating delivery, unloading, and storing your equipment when it arrives at your site. Be prepared to receive your shipment by following these simple steps:

## 1. Facilitate Delivery

- Designate a clear path to the site for the delivery truck. If you are not immediately installing the equipment, determine a dry and secure storage site with sufficient space to protect your investment.
- You will need to arrange for a forklift with extended forks to be on-site at the time of delivery. If a forklift is not available, arrange for 4 -5 people to unload the equipment and transport it to storage.



## 2. Receiving the Shipment

- Compare the packing slip with the containers shipped to verify the address and purchase order numbers are correct. Make sure the proper number of pieces have arrived.
- Crosscheck each container label against the Bill of Lading provided by the shipping company to ensure that you have received the number of items noted on the shipping document. Crated and uncrated items that are labeled count towards the total number of items.





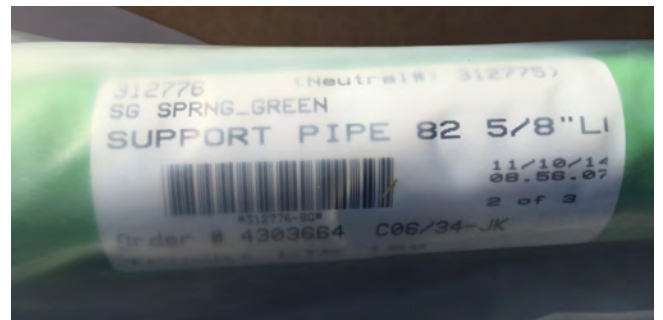
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### 3. Survey for Damage

- Inspect and make detailed notes of any detectable damage to the equipment.
- Sign for the delivery once all shortages or damages have been clearly noted.
- If there are any issues or shortages, contact your Play & Park Structures representative to file a claim.

### 4. Unload and Store

- Unload the crate using a forklift.
- If you do not have a forklift, open the container and unload the parts from the crate individually.
- Gather all paperwork and save for reference.



Hardware



Plastic Components

### Frequently Asked Questions

Question: When do I inspect the equipment for damage?

*Answer: You should inspect the product for concealed damages as soon as you receive the shipment. It is helpful to unwrap each item. If you find any damages please notify your Play & Park Structures representative within 15 calendar days of delivery. If you have concealed shortages, please notify your representative within 60 calendar days of delivery.*

Question: What if I find damaged parts later?

*Answer: Some damaged parts may be found at the time of installation as each part is attached to the system. If a damaged part is discovered during installation, contact your representative as soon as possible. Keep the packaging and paperwork for that item until the issue is resolved.*

### Tips for making your playground preparation a success!

- Keep a file of all paperwork and shipping documents.
- Unwrap metal components that must be stored outdoors.
- Keep your owner's manual and maintenance kit in an easily accessible place for use in maintenance checks.
- Contact your Play & Park Structures rep immediately with any questions or concerns. They are eager to make your experience a great one!