



Our Shipping Philosophy:

Wishbone Site Furnishings is a manufacturing, supply-only company. We take great pride in our products, and go to great lengths to ensure that they arrive at their final destination safe & sound. To facilitate this we are intentional in choosing the right shipping company for the right location. In some cases they may not necessarily be the cheapest.

Over the last 20 years in business, the incidence of damage to our products has been extremely low (less than 2%). We endeavour to keep it this way as more of our products are shipped across North America.

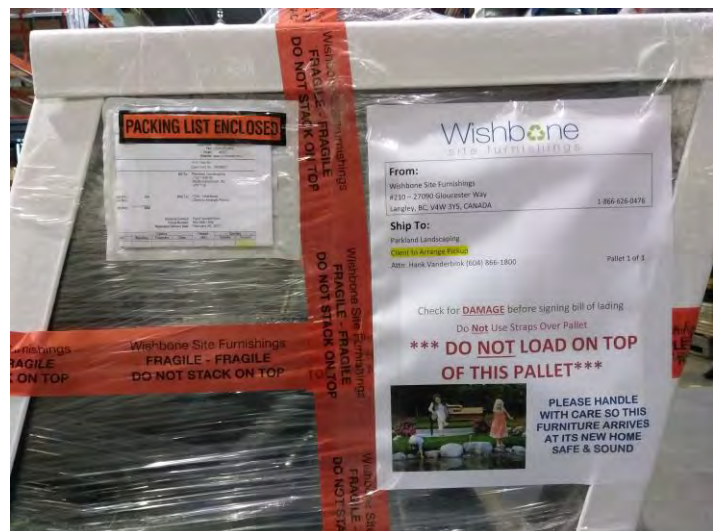
Over 90% of our items are shipped assembled intentionally. Although the freight cost appears to be higher, there is a significant cost savings reduction in the on-site assembly time by a contractor or installer.

Other benefits include:

- fully welded and assembled site furnishings are more robust and durable
- products are assembled correctly by the manufacturer the first time
- easier to visually inspect a fully assembly product for damage or missing parts.

Our Packaging:

High-visibility branded tape: to draw attention to the type of item being shipped, and special considerations such as not top loading.



Oversized, reinforced, custom sized pallets.
We hand-build each pallet for every order based on the specific products contained therein. This prevents damage from carriers cramming pallets together during shipping.



All surfaces under protective wrap: prevents dust, debris, and rain from collecting during shipping or storage.



All leading edges covered with cardboard corners: to prevent scratches and abrasions



Crush cones: to prevent top-loading



Shipping:

Wishbone and our Distributors offer our customers two options:

- 1) Customer coordinated pick up or delivery
- 2) Freight-estimating service

Once we are provided with the following information we are able provide a freight estimate:

- **Exact address:** Specific street address, business name (if available), postal code.
- **Shipping contact:** Full name, email (if available), and direct phone number.
- **Type of destination:** works yard, active job site, business, commercial/residential development.
- **Offloading:** Lift/Tailgate or special requirements.

The more information we have, the more shipping and offloading options that are available. It is industry standard for the initial freight quotes to expire after 30 days.

As our lead times generally exceed 30 days (45-60 days), Wishbone has taken the approach to honour freight quotes for a full 60 days. After 60 days freight quotes are not valid and must be re-quoted.

All packages must be inspected at time of delivery. Clients are responsible for offloading, although lift/tail gates are available by request. If damage or missing products are noted, the appropriate paperwork (signed bill of lading) must be provided within 48hrs so we can initiate a proper and timely response. If a product arrives in questionable condition, notes must be made on the shipping documentation provided immediately. Shippers/carriers will not assume damage or mis-handling liability without this documentation.