



# Delivery Expectations

Contractor Quick Sheet

Lumber is heavy and large. Most job sites don't have a forklift, loading dock, or machinery. This guide explains what to expect when your Ipe delivery arrives.

## ■ Our Default: LTL Box Truck + Hand Unload

All shipments are sent **LTL (Less Than Truckload) with hand unload** unless otherwise specified. Your order arrives on a box truck and **you are expected to unload by hand**. This is our default because it's the most economical option, most job sites don't have equipment, and if you're building a deck, you can move lumber.

## ■ What "Curbside" Actually Means

**Curbside means the truck stops at the nearest safe public access point — not inside your property or down a jobsite driveway.** The driver and shipping company have ultimate discretion on where they park. Driveways can be damaged by heavy trucks, and drivers must assess if they can safely back out. Some driveways are too narrow, steep, or soft.

## ■ Delivery Windows & Scheduling

**Be flexible.** Most shipping companies provide a delivery window, but let's be honest — they make that window about 50% of the time. That's just the reality of LTL freight. All the major carriers operate similarly.

You'll be in direct contact with the shipping company to schedule your delivery. They will not show up unannounced — you'll set the appointment. **Plan to have other work to do on-site that day** so you're not sitting around waiting.

**If you miss a delivery**, there will be re-delivery fees.

**If you're not ready to accept the load**, there may be storage fees at the terminal.

## ■ Delivery Day Checklist

**Before the truck arrives, make sure you have:**

- 3–4 able-bodied people ready to unload
- Clear curbside access (no blocked streets or parked cars)
- A staging area close to where boards will go
- Straps or utility knives for packaging removal
- Someone on-site who can sign for delivery

*Proper planning avoids driver wait fees, re-delivery charges, and jobsite delays.*

## ■ Using Your Own Equipment

You're welcome to use any machinery you have on-site. If you have a dock and can pull boards from the truck, go for it. If you can pull boards from a standard trailer, that works too.

For longer boards or if you plan to use a forklift, **request a flatbed** — it's much easier to unload. If your job site is residential, that's already factored into your quote.

**Keep in mind:** The lumber needs to be acclimated anyway, which means it has to be handled and stacked properly. Unloading it yourself and stacking it right the first time saves you from doing the same work twice.



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## ■ How Long Does Hand Unloading Take?

Order Size	Est. Time	Crew
Small	15–20 min	2 people
Medium (few hundred boards)	30–45 min	3–4 people
Large	1–2 hours	4+ people

Drivers may help at their discretion, but are not required to.

## ■ If There's Damage

If you notice any damage at delivery, **mark it on the POD (Proof of Delivery) before signing**. Note how many boards are affected and take a photo.

For full details on inspections, claims, and replacements, see our **Damage & Claims Guide** — available in your customer portal, on our website, or by request from our shipping department.

## ■ Common Delivery Problems

**Most delivery failures happen because:**

- No labor was on-site to unload
- Site was inaccessible for a truck
- Customer expected the driver to unload
- Special services were requested after shipping

## ■ Need Something Different?

We can accommodate almost any delivery requirement — but you must request it **before** your order ships.

- **Flatbed truck** — easier forklift access
- **Forklift delivery** — truck with forklift (where available)
- **Liftgate service** — hydraulic lift for ground-level unload (boards 8' or shorter)
- **Additional manpower** — extra help for unloading

**These services typically add \$150–\$600+ depending on location.** Must be confirmed before dispatch.

**To request special delivery services:**

Phone: 844-674-4455 | Email: [shipping@ipewoods.com](mailto:shipping@ipewoods.com) | Customer Portal

*Must be arranged before your order ships.*

## ■ Liability & Driver Limitations

- Driver is not responsible for moving materials beyond curb
- Driver cannot enter unsafe, soft, or inaccessible ground
- Customer assumes responsibility for materials once unloaded

**Plan for curbside delivery + hand unload unless your invoice explicitly states otherwise.**



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## Unloading Tips From the Pros

Smart unloading saves time, prevents damage, and keeps your crew safe. Here's how the pros do it.

### ■ Handling Ipe Boards

- **Use 2-person carry for 16'–20' boards** — Ipe is heavy, don't be a hero
- **Lift with your legs** — these boards are dense; protect your back
- **Wear gloves** — fresh-cut Ipe can have rough edges
- **Keep boards level when carrying** — prevents end damage

### ■ Staging Your Material

- **Stage boards by length** — makes installation faster
- **Keep boards off wet ground** — use stickers, pallets, or scrap lumber
- **Stack with spacers between layers** — promotes airflow for acclimation
- **Place staging area close to install location** — fewer trips = less fatigue

### ■ Weather Protection

- **Cover immediately if rain is expected** — use tarps, leave ends open for airflow
- **Don't wrap tightly in plastic** — trapped moisture causes problems
- **If boards get wet, let them dry before installing** — patience prevents callbacks

### ■ Efficiency Tips

- **Create a "fire brigade" line** — pass boards hand-to-hand instead of individual trips
- **Unload longest boards first** — they're hardest to maneuver in a loaded truck
- **Have someone organize while others unload** — sort as you go
- **Take short breaks** — 5 minutes every 20 minutes beats burning out your crew

#### Quick Reference: Ipe Weight

Ipe weighs approximately **5.5 lbs per board foot**.

A single 5/4x6x16' board weighs roughly **55–60 lbs**.

A bundle of decking can weigh **500–1,000+ lbs**.

*Plan your crew size accordingly.*

**Remember:** Time spent unloading properly is time saved during installation. Damaged boards, wet lumber, and disorganized staging cause more delays than a careful unload ever will.