

INSIDE DELIVERY EXPECTATIONS

The following is the baseline of work to be completed by the contracted moving agent.

By following this baseline, it will help ensure our customers have a better overall experience with Baker deliveries and the individuals representing Baker on these deliveries.

The contracted moving agents who receive Baker freight must immediately notate on the delivery receipt all damage they see at time of delivery. Also, within 24 hours of receipt, open the crate, lift the plastic and inspect for visual damage concealed by packaging

Note: The unit within the cardboard is banded to the pallet. Do not cut banding unless you plan to remove the unit at that time.

- Any damage noted or found must be reported to the appropriate parties prior to delivering to the customer. Comments and pictures of the damage will be required.
- Once the freight is determined to be Damage free the moving agent will then reach out to the contact provided within 48 hours to schedule a delivery date and time within a normal business day.
- Agents must confirm the following when calling to schedule delivery.
 - a) Who the appointment is being made with, date and estimated time of that delivery.
 - * If the customer is not ready for delivery, please notify appropriate parties.
 - b) Is this a new construction or a clean room delivery?
 - * If so, what are the delivery requirements?

Once the appointment is set, the customer could schedule other contractors to facilitate the remaining portion of the installation. A 24-hour notice of cancellation is required if appointment cannot be kept.

Note: If there are any questions or concerns regarding a particular move or unit it should be addressed prior to delivery and within a timely manner.

- Moving agent will supply manpower, protective floor covering, lift gate, jacks, dollies and hand tools necessary to complete the tasks related to each unit in a safe and professional manor.
- The moving agent must know what model is being delivered and all tasks associated with the delivery of that model.
- Being sure not to cause damage to the facility, move the unit and all boxed parts to the room / location specified by the contact.
- Once all assembly instructions are completed remove and dispose of all packing debris properly.

IMPORTANT: Review the model-specific instructions too see what is required when performing the delivery. This includes the removal of any shipping hardware in the side-wall such as the counterweight hardware, also installation of any stand, and removal of packing debris, etc...