

FIVE GUYS

Furniture Shipment & Freight Claims

This is our shipping and freight claim process, excluding our blanket wrap delivery option.



Family style table and signs are packed at the nose.



Pallets with table tops and table bases are packed in the lower nose compartment. Chairs and barstools are packed above.



The load list is completed and attached to one of the boxes indicating what was packed for shipment. The load is then quarantined on the trailer using the security seal and remains locked until delivered to the job site.

Freight Program Overview

Freight can occasionally be damaged in transit. To reduce the incidence of such damage, we ship using the Sealed Security Divider method offered by Old Dominion Freight. This method secures the load until it arrives to your job site. Additionally, you have the option to have the trailer remain on site as a secure temporary storage facility for up to three (3) days at no additional cost.

Freight Claims Process

Once you break the seal on the security divider please look for any obvious damage to the boxes containing chairs and barstools. Immediately take photos of damaged boxes and set those items aside for review. Table bases and table tops are packed on separate pallets. Review those for any visible sign of damage as well. If any such damage is seen, immediately report it to Old Dominion and to Renée Goupil at Moser Contract Furniture at 207-330-3155 or reneeg@thosmoser.com.

Temporary Storage, Alternate Delivery Warehouses

If we are delivering to a site other than the job site, ALL freight claims must be filed before furniture is loaded into temporary storage and then moved a second time to the job site. Any damage reported by the job site after delivery from an alternate site or warehouse will be the responsibility of that alternate site.