



**Mincey Marble Mfg., Inc.**

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DATE: \_\_\_\_\_ PROJECT: \_\_\_\_\_

APPROXIMATE ARRIVAL DATE OF MATERIAL ON SITE: \_\_\_\_\_

TO: \_\_\_\_\_ FAX NUMBER: \_\_\_\_\_

**INSTRUCTIONS FOR HANDLING AND UNLOADING CRATES FOR LTL  
(LESS THAN A LOAD) ORDERS**

Thank you for placing your order with Mincey Marble. In order to help you prepare to receive your cast marble order, we recommend that you follow the instructions below.

Your order will arrive on an enclosed tractor-trailer or other large enclosed truck. Each crate will weigh between 100 lbs to 3000 lbs, depending upon what you have ordered. To unload the truck, you will need a forklift\* (rated at 5000 lbs or more) or you may choose to unload "by hand". If you choose to unload "by hand", you will need the assistance of several strong people to remove the material from the crates. ***These people must be available when the truck arrives***, as the driver will not wait while people are being located. If the driver has to wait, back-charges could accrue which will be billed to the Receiver of the material.

If at all possible, have your cast marble installers unload the material as they are familiar with how to handle/unload the materials from the crates.

During hand unloading of the material, store the material in a flat, smooth place until all of the material has been removed from the crate. Once the crate has been emptied, place the crate in the area (make sure that this area is flat and smooth) that the material will be stored in until ready to install. After the crate has been re-located, place the material back inside the crate in the reverse order that it was removed from the crate. If at all possible, store the crate either inside a building or in a storage container. If this is not possible, the crate and its contents need to be covered with tarps to keep it from being exposed to the elements.

**If you choose to unload "by hand", a lift gate service is available to help ease the process. If you require lift gate service, please notify us BEFORE the material is shipped so that these arrangements can be made with the trucking company that will deliver your material on-site.**

## **INSTRUCTIONS FOR OPENING THE CRATES:**

You will need the following tools to open the crates:

1. A screw gun or reversible drill
2. A #2 square head screw bit or a #2 Phillips screw bit. The screws used to close our crates are universal, and will accept either type of screw bit.

***DO NOT USE A PRY-BAR TO OPEN YOUR CRATES. IT WILL BREAK THE CONTENTS OF THE CRATE. MINCEY MARBLE IS NOT RESPONSIBLE FOR BREAKAGE THAT OCCURS DURING THE OPENING/UNLOADING OF CRATES.***

Using the screw gun or drill with your screw bit, loosen the top boards and remove them. Next, remove the end of the crate with the writing on it. The sides and other end of the crate have been attached at the factory using both screws and nails, and will not be easily removed. The end of the crate with the description of the contents has been attached only with screws. Do not attempt to remove the sides or the end of the crate that have both nails and screws, as damage can occur to your material. These sides were meant to stay on the crate to help protect the material while it is being stored. Do not step on the material inside the crate or allow anyone to walk on the material. Do not store other crates on top of a crate that has been opened.

**Please notify us immediately if there is any damaged material. Note any damage on the Bill of Lading along with the condition of the crate.**

\*If your vanity tops or panels exceed 70 inches in length, 60" forks will be needed to handle the unloading of the crate(s) from the truck. 60" forks must be requested from the vendor that is supplying the forklift when you call to rent the forklift, and are available at most heavy equipment rental companies nationwide. We do not recommend using a "Lull" type lift to unload your crates, as they will not have longer forks. Mincey Marble is not responsible for breakage that occurs from using the incorrect forklift or fork lengths. Care should be exercised while unloading with the forklift, and only trained experienced operators should handle this unloading. Do not drop or bounce the crates, as damage will occur from mishandling the crate(s). Most likely, damage will occur to the bottom panels in a panel crate during this mishandling or while using incorrect fork lengths to unload the crate(s).

Your material shipped on \_\_\_\_\_ and should arrive on \_\_\_\_\_ by 5:00 pm. If you do not receive your material by the above date, please contact Christie Palacin at 800-533-1806 extension 28.

**IF A CRATE ARRIVES DAMAGED, PLEASE NOTE THE DAMAGES ON THE BILL OF LADING AND TAKE PICTURES OF THE DAMAGED CRATE TO SEND TO MINCEY MARBLE. EMAIL ANY PHOTOS OF DAMAGES TO CHRISTIE PALACIN AT: [cpalacin@minceymarble.com](mailto:cpalacin@minceymarble.com).**