



QUATRO  
DESIGN™

DELIVERY  
GUIDE



# DELIVERY

## WE DELIVER AUSTRALIA-WIDE

We typically use furniture removalists for delivery of small to medium-sized pots and planter boxes. The products are wrapped in blanket pads to protect them during transit.

For larger items that cannot easily be carried, or where large quantities are required, we package and palletise the planters and deliver them to site using a semi or crane truck. You will need a forklift on your end for unloading, or re-delivery fees via an eligible vehicle for unloading will apply. These delivery costs will be included in your quote.

## DELIVERY BY FURNITURE REMOVALIST

To ensure that the utmost care is taken in the handling and delivery of your order we use the services of a Furniture Removalist who've been assisting us with our deliveries for over 10 years. To minimise the possibility of damage during transit each piece is individually wrapped in blanket pads.

## IMPORTANT DELIVERY CONSIDERATIONS

- The delivery truck is approximately **12m long x 2.5m wide x 4.3m high**.
- Products are not delivered on pallets and will be offloaded by hand. **(Forklift NOT included)**.
- Product will be offloaded curb-side and includes delivery to within 30m from the truck.
- Please ensure that you have additional staff on hand to place the product in the desired location. Arrangements for assistance can be made directly with the Removalist at an additional cost.
- Painted or white products are packaged in cling wrap to prevent marking in transit.

Example of Delivery Vehicle  
Furniture Removalist



Example of Cling Wrap  
Packaging  
Protecting the white surface



## Please advise if any of the following will affect delivery:

- Difficult street access? (i.e low trees, no street parking etc).
- Extended distance from truck parking position to desired location?
- Possible obstacles? (i.e stairs, steep inclines).
- Floor level in multi-level building or basement access?
- Is delivery likely to take longer than normal?

Please contact us if any of the above pose a potential problem.

We will then make appropriate delivery arrangements to ensure a smooth delivery.

## DELIVERY DATES AND CONFIRMATION

The Removalists deliver to different areas on set days and they will make direct contact with the person nominated as your site contact once delivery has been booked.

## ON DELIVERY

Please ensure that all protective packaging is removed on delivery as it is not intended for long-term storage. Products should be stored on an even, flat surface.

## DELIVERY BY SEMI-TRAILER TRUCK

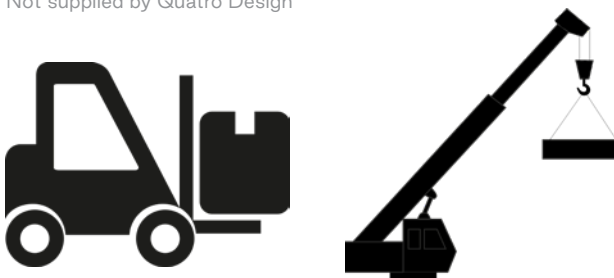
To ensure that the utmost care is taken in the handling and delivery of your order we use the services of a Freight Carrier who've been assisting us with our deliveries for over 10 years.

## IMPORTANT DELIVERY CONSIDERATIONS

- The semi-truck is approximately **19m long**.
- We need to know that this vehicle will be able to reach the delivery address and that you have the facilities to offload the delivery on site.
- Extended Tines on your forklift is required if the product is over 1200 mm wide.
- **Please note no allowance has been made for a forklift or crane. (To be supplied by yourselves).**
- Please confirm whether you will be using a forklift or crane to offload.
- This information is essential as we book the correct delivery vehicle to suit how the semi-truck will be offloaded.

**Reminder! One of these machines (or similar) are required for offloading:**

Forklift or Crane Required  
Not supplied by Quatro Design



Example of Delivery Vehicle  
Open Flat Top Semi-Truck



Example of Delivery Vehicle  
Tautliner Semi-Truck



Please contact us if any of the above pose a potential problem.

## DELIVERY DATES AND CONFIRMATION

The Freight Carrier will make direct contact with the person nominated as your site contact once delivery has been booked.

## PACKAGING FEE (included in your quotation)

- Each product is loaded onto a custom sized pallet built in our factory to suit your planters.
- Products are packaged for freight using either cling film, poly cell or foam to ensure that no damage occurs during the transport process.

Example  
Poly Cell and Foam Packaging



Example  
Custom sized pallet and top  
pallet for bowls



Example  
Polycell and Cling Film



## ON DELIVERY

Please ensure that all protective packaging is removed on delivery as it is not intended for long-term storage. Products should be stored on an even, flat surface.

## DELIVERY BY CRANE TRUCK

To ensure that the utmost care is taken in the handling and delivery of your order we use the services of a Freight Carrier who've been assisting us with our deliveries for over 10 years.

## IMPORTANT DELIVERY CONSIDERATIONS

- The delivery truck is approximately **10 – 12.5m long**.
- We need to know that this vehicle will be able to reach the delivery address.
- The truck has the ability to unload if needed, please confirm if you need to be unloaded or whether you have a forklift on site.
- Offload is curb-side only, no placement.

Example of Delivery Vehicle  
Crane Truck



## DELIVERY DATES AND CONFIRMATION

Our office or the Freight Carrier will make direct contact with the person nominated as your site contact once delivery has been booked.

## PACKAGING FEE (included in your quotation)

- Each product is loaded onto a custom sized pallet built in our factory to suit your planters.
- Products are packaged for freight using either cling film, poly cell or foam to ensure that no damage occurs during the transport process.

Example  
Poly Cell and Foam Packaging



Example  
Custom sized pallet and top  
pallet for bowls



Example  
Polycell and Cling Film



## ON DELIVERY

Please ensure that all protective packaging is removed on delivery as it is not intended for long-term storage. Products should be stored on an even, flat surface.

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