



SHIPPED.COM
Shipping Container
Marketplace

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SHIPPING CONTAINER DELIVERY GUIDELINES AND POLICIES

Is your shipping container drop site suitable for access by a heavy vehicle?

When preparing for your container delivery we ask that you spend some time reviewing the suitability of the proposed drop site. Here's a list of guidelines to consider when making your assessment:

Is the road surface suitable?

Heavy trucks are designed to be driven on dry, compacted surfaces such as asphalt or concrete. The trucks are not 4x4, so when they're moved off sealed roads they can easily lose traction and become stuck. Compacted dirt and gravel are okay, so long as the surface is dry. Unsuitable ground includes loose dirt, wet and muddy areas, sandy conditions, grass (if the soil is soft), ice and snow, steep inclines and declines, sloping surfaces, drains, ditches and trenches. Additionally the drop site and access to the drop site must be free of rocks, stumps, debris and tree limbs that could damage our equipment. As a minimum standard the site address must be on a maintained 2 lane county road.

Is there enough clearance?

40FT & 45FT Containers - There must be adequate space to maneuver a 75' long tractor trailer as needed at the delivery location. Heavy trucks need more turning radius than normal vehicles. There must be at least 100 feet in a straight line at the intended drop site, so that the container can be unloaded and the truck can drive forward unobstructed. Generally, a minimum height of 14 feet is required for moving a container under any low hanging objects, but for unloading of the container up to 18 feet is required so the tilt bed can be raised up. Low hanging tree branches can easily damage components on the tractor, so you need to ensure there is sufficient clearance. Limited visibility can create a safety hazard for the driver,

so on the day of the delivery you should plan to have at least two people on site to act as spotters for low hanging objects such as electrical wires or telephone cables.

20FT Containers - Less space is required to maneuver a truck delivering a 20FT container, but there must be at least 60 feet in a straight line at the intended drop site. The same height restrictions apply: a minimum height of 14 feet is required, but for unloading of the container up to 18 feet is required so the tilt bed can be raised up.

The Drop Site:

The drop site where your container will sit should be level and the ground where the truck will park while unloading the container also needs to be level. Your chosen drop site should not require the tractor or trailer to move up or down any terrain that is unpaved or sloping in order to complete a delivery. When placing the container onto the ground the weight of the container needs to be distributed to the four corner castings. Concrete and asphalt surfaces are excellent choices. Alternatively, stone pavers, hard blocks of wood, railroad ties or gravel can be placed in the corners to keep the container level and the weight evenly distributed.

Planning Your Delivery:

It is important that your drop site is ready for the arrival of your container. We allot 30 minutes for our driver and equipment to unload your container and complete the delivery. Any excess time spent on site may incur an additional charge. On the day of delivery you must be contactable by phone. Ensure the path to the drop site is clear with no vehicles or other obstacles blocking the path. Inform your neighbours of the delivery is also recommended.

When the driver arrives on site he/she will walk around the drop site to check it's suitability. If the driver deems the drop site to be unsafe or inaccessible the driver will not proceed. We recommend that you consider an alternative drop site for your container (in advance) in the event that the driver deems your first choice to be unsuitable. If you insist that the driver proceeds and attempts delivery to a site that is deemed unsuitable the driver will ask that you sign a waiver accepting responsibility for cost of possible damage to your

container, cost of the additional time taken for unloading and recovery cost of the vehicle in the event it becomes stuck.

In the unlikely event that delivery cannot be completed and an alternate location cannot be agreed upon your container may be returned to the depot. On the rare occasions when this occurs your delivery fee will not be refunded. In the event that a driver is required to spend longer than 30 minutes on site the following fees are payable by the container buyer: \$95 per hour for 40ft and 45ft containers / \$55 per hour for 20ft containers.

RAIN:

For unsealed delivery sites: when rain is forecast for the day of your delivery, or the ground is wet from previous rainfall it's important that you contact us on 503-SHIPPED (503-744-7733) to have your delivery rescheduled.

Following these guidelines and taking the time to consider if your drop site is suitable will ensure safe and successful delivery of your container(s).

CANCELATIONS/ISSUES:

If you order a shipping container and the delivery driver can't drop at your preferred delivery site, the driver will drop your container at the next closest suitable location. If you refuse delivery for any reason we will refund the full purchase price of your container less a 10% restocking fee. Delivery costs are often pre-paid 3rd party costs and as such as always NON-REFUNDABLE in any circumstances.

Problem situations can easily be avoided by properly assessing these guidelines and ensuring that your intended drop site is suitable. If you need help or have questions, please reach out to:

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