

Delivery of Your Carlisle Wide Plank Floor



CARLISLE
wide plank floors*

800-595-9663

wideplankflooring.com

BOSTON, MA

CHICAGO, IL

DENVER, CO

NEW YORK, NY

STODDARD, NH

Your Client Partner will monitor the production of your order and assure that it meets your project timeframe. We will ship your order shortly after it is completed. Your ship date is scheduled in advance. Please notify us if there are any changes to your schedule. The delivery process is outlined below.

1. We will contact you when your floor leaves our facility.
2. You will receive notification from the shipping company prior to delivery.
3. Sign the Bill of Lading only if you have received everything listed. Though it is very rare, damages can occur during shipment. Please note any damage on the Bill of Lading, and call your Wide Plank Specialist so that we can address the issue immediately.
4. As soon as the floor is delivered, move it to a safe place and stack it so that you can reorganize the planks for acclimation.

Studio Collection/Manhattan Collection

Your Carlisle Floor will arrive via a Common Carrier – standard curbside delivery.

Your floor will arrive boxed– with up to approximately 40 boxes per standard pallet.

You will need wire cutters or a box opener to open the boxes.

You will need to have several people on site to help with offloading, as the planks will need to be unloaded one by one. The driver is not required to assist in offloading.

**The individual boxes must be hand offloaded unless you have made previous arrangements for a lift gate or forklift service.*

Please let us know!

Our truck sizes range from 28-53' long and can weigh upwards of 44,000lbs. Please let us know if a truck this size cannot easily access your job site, and we will be happy to source a smaller vehicle that can accommodate your project needs.