

General shipping, crating & receiving information

Receipt of Finished Material

Clients have several options in obtaining a finished Skyline product:

Pick Up Loose

Clients may send a truck suitable for glass transport to Skyline and we will loose lite slip sheet onto truck. Drivers must provide our dock personnel information about who they are picking up for, along with the SO# of the order. Drivers need to inspect the glass at pick up and sign for as received in good condition. Drivers are also responsible for the safe transportation of glass, ensuring the glass is protected from moisture, all outdoor elements, glass rack components, and the like. Skyline can help assist with adequate protection for transit. Additional fees may apply for preparing for exterior transport. Please note that any panels over 300 lbs. must be crated per Skyline's safety standards.

Pick Up Racked

If a client is providing glass for a project and the glass will be delivered on client glass racks, Skyline can reload finished glass onto racks for transport (provided they are suitable for Skyline finished product). Skyline must be provided written direction at time of purchase order of these requested arrangements. Drivers must provide our dock personnel with information regarding who they are picking up for, along with the SO# of the order. Drivers need to inspect the glass at pick up and sign for as received in good condition. Drivers are also responsible for the safe transport of glass, ensuring the glass is protected from moisture, all outdoor elements, and the like. Please note that wrapping and/or packing fees may apply.

Pick Up Crated

Clients may pick up crates with their own truck or make arrangements with one of their preferred carriers. Clients must coordinate pick-up with their shipper and provide Skyline Design a Bill of Lading to be used for shipment. Drivers must provide our dock personnel with information regarding who they are picking up for, along with the SO# of the order. Drivers are also responsible for the safe transportation of glass, ensuring the glass is protected from moisture, all outdoor elements, and the like.

Skyline arranged freight

Skyline Design has a longstanding relationship with Fairrington freight due to their quality customer service and occurrence of less than 1% of freight claims. Skyline solely arranges freight shipments with Fairrington. All other transport must be arranged by the client.

UPS

Smaller shipments can be shipped by Skyline through UPS. Due to the value-add of glass and the nature of the material, it is at Skyline's discretion to determine what shipments are as safe to ship this method.

All shipments arranged by Skyline through Fairrington freight ship FOB delivery point. All client carrier shipments and pick ups are FOB Skyline dock.

Skyline's Dock Hours

Skyline's dock hours are from 8 a.m. to 3:30 p.m. Monday thru Friday with breaks from 10:30 a.m. – 10:40 a.m. and 1:00 a.m. – 1:30 p.m. Skyline has a number of docks to accommodate up to 53 ft. trailers at dock height and street level. Contact Skyline for holiday hours, as the dock may be closed or running reduced hours. Please note that at this time, Skyline is not accepting appointments for deliveries and pick ups, and our docks are run on a first come, first serve basis.



Crate Information

Skyline crates are built to the highest standards to ensure the safest possible transit of glass. Our crates are built and packed utilizing recycled material whenever possible. Crate exteriors are constructed with wood and OSB, and the interiors lined with foam and cardboard.

Skyline crates its glass as fine finished furniture due to the value add of our process. Due to this value add, we cannot reuse crates that we receive glass in, as they are not built for sufficient protection of final product.

Skyline can separate and crate glass per client's direction (by floor, etc). Please note, however, that specific information must be provided at the time of your purchase order. Additional crating charges may apply based on specific requests. Crates are based on 2,000–2,500 lb. maximum weights.



Receipt of Crate

Crate is to be kept indoors and in dry conditions at all times. Inspect the crate for visible damage in presence of the driver before removing from truck. Uncover “Tip and Tell” on the crate’s side and inspect to see if the crate has been mishandled.



If any damage is found, note it on the driver’s Bill of Lading and contact Skyline Design immediately. Carefully remove the crate from the truck with boom, and with chain supporting the crate.



Skyline must receive written notification of freight damage within 24 hours of receipt and of product defects within 3 days of receipt PRIOR to installation of the glass. Skyline Design will not be responsible for labor to remove and reinstall glass. In cases of freight damage and/or product defect, please contact your Skyline Design project manager with all pertinent information.

If damage is found with Skyline preferred carrier shipments, please save crate and packaging materials. Failure to follow this guideline could be cause for claim and warranty rejection.

When ready to uncrate, tilt the crate carefully onto 4x4s with the side of crate labeled “OPEN THIS SIDE” elevated.



Remove plastic protection from top and cut bands.



Remove 4 perimeter screws from face lid noted as “OPEN THIS SIDE.”
Remove face lid.



Once face lid has been removed, you will see vertical 2 x 4's which block in slipsheeted glass. Remove the toenail screws from top of crate that go into the blocking 2x4s inside the crate. Remove bottom toenail screws from bottom of blocking on inside of crate.



Glass will be separated by paper slipsheets for protection. Remove slip sheeted glass carefully and do not drag glass from crate. Also, do not use suction cups on treated surfaces.

Loose Transport from Skyline or to Job Site

If transporting on glass racks, do not allow rubber bumpers to come in direct contact with glass; they can leave marks on the patterned surface. At a minimum, use cardboard separation between bumpers and slip sheeted glass.

Glass must be protected from outside elements at all times in transport. Skyline Design can supply drivers with plastic outer protection, but it is ultimately the client's responsibility for safe transport once glass leaves our dock.