

## IMPORTANT DELIVERY DAY INFORMATION

Thank you for purchasing a Heritage Building! We know there are other companies that sell steel buildings. We are honored to provide yours. Heritage has a tradition of quality products and service. We value your business and are just a phone call away if you need assistance.

The following is important information to prepare you for delivery of your building. Please store this letter for easy reference when the time comes.

**Unloading the Building:** You should be prepared to unload the building from a semi-trailer flatbed truck. It is not advisable to unload your building by hand. Some bundles may weigh up to 4,000 pounds. Equipment such as a forklift or crane truck will be needed. Insurance regulations prohibit the driver from assisting in unloading. You are allowed two (2) hours to unload the building without delay charges.

**Payment of Balance:** As per the terms of our agreement, a cashier's check or money order for the amount of your balance is due upon delivery. No other type of check will be accepted. The driver must receive this before unstrapping the truck.

**Inventory:** It is important to inventory your building as you unload it from the truck. Here's how:

- Have the materials list in hand that you received with your drawings; call if you did not receive it.
- Mark each item on the materials list as you unload the truck. Each item has a part number as shown on the materials list. Account for all structural pieces, panel bundles, and hardware boxes, trim crates, and other items on the materials list.
- **YOU MUST NOTE ANY MISSING ITEMS OR DAMAGE ON THE BILL OF LADING. THIS IS OUR ONLY DOCUMENTATION OF THE CONDITION OF THE LOAD UPON ARRIVAL. IT IS VERY IMPORTANT TO NOTE DAMAGES OR SHORTAGES AT THE TIME OF DELIVERY, BEFORE THE DRIVER LEAVES. FAILURE TO MARK ANY DAMAGED OR SHORTED ITEMS WILL RESULT IN THE REPLACEMENT PARTS BEING SHIPPED AFTER THEY'VE BEEN PREPAID BY YOU.**
- ALL other items need to be inspected and accounted for at the time of delivery. Panel bundles should be inspected and the panels counted individually. Call us at once if you have noted anything on the bill of lading. You have two (2) days to report hidden damage or shortages inside crates or boxes that show no exterior damage. This applies ONLY to things inside closed packages, such as hardware boxes or trim crates.

**Accessories:** If you ordered items such as insulation, vents, walk doors, overhead doors, or windows, these may arrive prepaid on a separate truck either before or shortly after the date of your building delivery.

Call **800.643.5555** with questions.



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These will not be listed on the materials list for the building delivery. Call our traffic department if you have accessories that have not arrived. Mark any shortages or damages clearly on the bill of lading and call us.

**Delays and Down Time:** In the event of a delay due to raw materials shortages, equipment failure, trucking difficulties, bad weather, or other things beyond our control Heritage Building Systems will not be responsible for equipment rental or erection back-charges due to down time.

**Questions or Concerns:** Your satisfaction is what has made us #1 in the industry. Here is how to go directly to the department you need:

*Heritage has one of the largest customer service staffs in the industry and works hard to make sure you are happy with your decision.*

### Drawing Scheduling

Skyler Weinmann  
SCWeinmann@heritagebuildings.com  
501.801.8798

### Field Services

Field.Services@cornerstone-bb.com  
844.840.4603

### Building Delivery

Kim Forbes  
kforbes@heritagebuildings.com  
501.801.8754

### COD & Tax Information

Jennifer Key  
jkey@heritagebuildings.com  
501.643.5555

### Additional Guidelines and Procedures

- HBS Tech Support personnel must approve ALL MODIFICATIONS.
- Materials must be photographed prior to modification.  
(Please include tape-measured lengths, if applicable)
- All field modification invoices are to be submitted in writing to the claims coordinator within 30 days of authorized work.

Attached you will find procedures for storing panels to prevent wet storage. If you are not sure how to proceed or who to talk to, please feel free to call me at any time for help. I'll put you through to the proper person.

Respectfully,  
Jennifer Key  
Operations Manager  
Heritage Building Systems

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## CARE OF METAL BUILDING PANELS

Due to damage that might be encountered to metal panels by moisture being trapped between panels in bundles, the following precautions should be taken:

1. Inspect all panel bundles immediately upon receiving them on the jobsite (as they are being unloaded) for the presence of moisture.
2. If no moisture is present, stack panel bundles off the ground and elevate one end 5 to 10 degrees with wood blocks arranged to eliminate any sag in the center of the panels. The bundle should be checked each day for moisture until the panels have been erected on the building.
3. If moisture is present, the panel bundles should be broken and wood blocks arranged as stated above to elevate one end of the panels. Every other panel should be turned over on the stack to allow the moisture to drain from the panels and air to circulate between the panels.
4. Since the panels will be stacked higher in this manner, it will be necessary to secure the panels to prevent wind damage.

**Heritage Building Systems will not be responsible for  
damage to panels caused by wet storage.**

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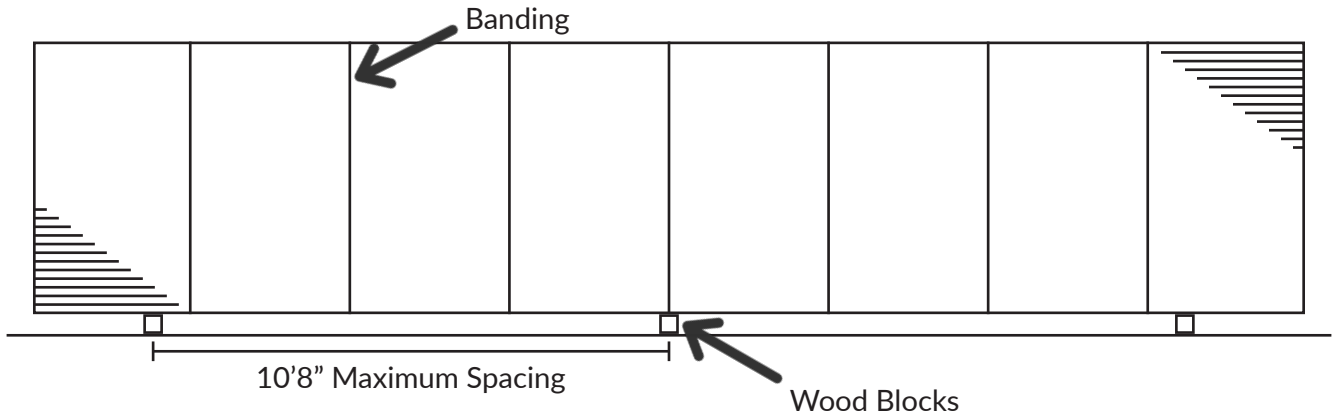
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## WET STORAGE ALERT

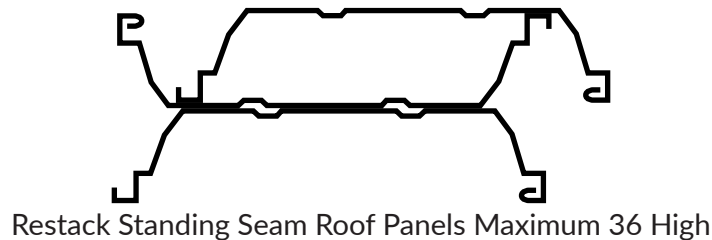
Protect your panels from damage caused by wet storage. Here's how:

Always store panels on high ground, elevated on wood blocking to provide adequate slope for water runoff and prevent panel sagging.



When covering stacks of panels with tarpaulins, leave open at the bottom to allow free air circulation. Remove cover on sunny days.

Inspect panel's bundles daily for moisture. If bundle contains moisture, it should immediately be broken open and restacked as shown below. Secure re-stacked panels with banding spaced four foot (4'0") on center.



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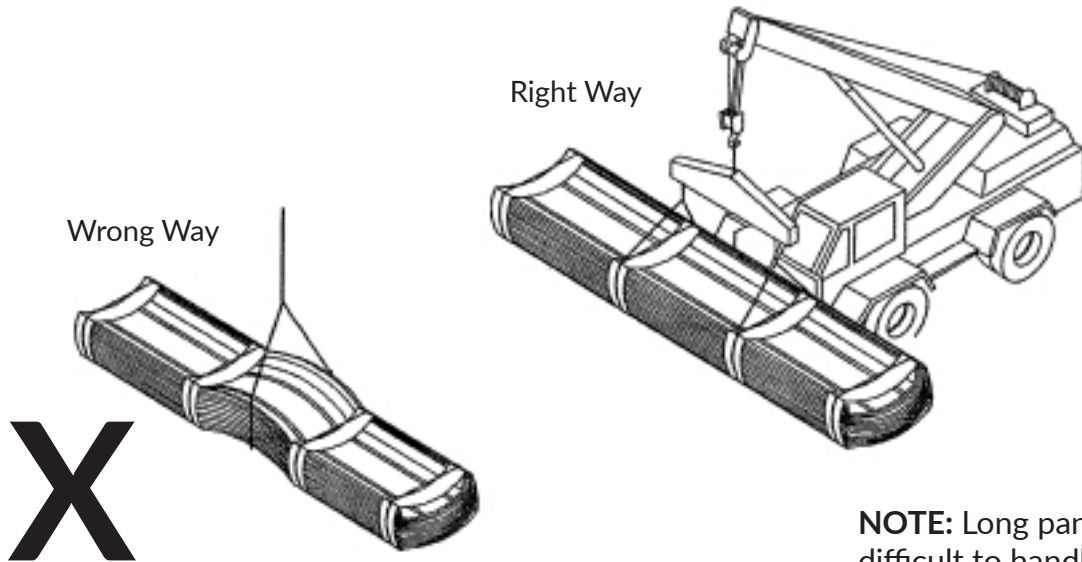
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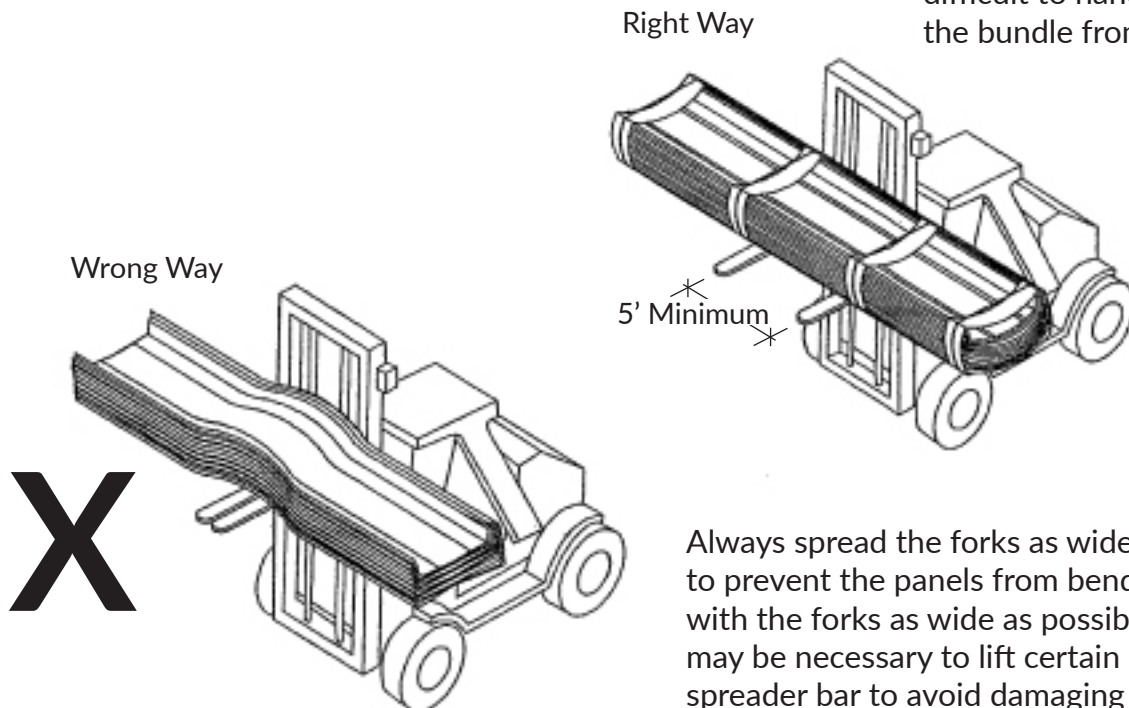


## UNLOADING

A forklift or crane, depending on building size, is necessary for unloading the components of a metal building. Care should always be taken to avoid damaging material.



**NOTE:** Long panels may be difficult to handle by lifting the bundle from beneath.



Always spread the forks as wide as possible to prevent the panels from bending. Even with the forks as wide as possible, it still may be necessary to lift certain loads with a spreader bar to avoid damaging material.

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