



## **Yurt Shipping and Pickup Information**

Thanks for your interest in Rainier Yurts! It is our goal to make your buying experienced as easy and pleasant as possible. Please feel free to call us if you have any further questions: (866) 839-8787.

### **How much does the shipping cost?**

Shipping costs will vary depending on the destination, size and which options your yurt has. Rainier can obtain shipping estimates to a particular location, but you should know what size yurt and which options you are considering in order to get an accurate estimate.

### **How do I arrange for shipping my yurt?**

Rainier uses a freight broker who searches for the lowest-cost freight prices, thus offering substantial discounts to our customers. Once our craftsmen have completed your yurt, our freight broker will take over, contacting you to arrange for the delivery. At this time, you will be asked to provide the freight broker with details about this delivery and to set up payment options. From this point onward, all shipping, delivery and payments will be between you and the freight broker. If you would like to arrange for your own shipping entirely, please contact us for crate dimensions.

Freight companies often charge more to deliver to a residence; there may also be additional costs if your local roads are inaccessible to standard tractor-trailer trucks. Charges vary depending on the delivery area. The freight broker can discuss ways to reduce your charges by helping you avoid requesting services you do not need.

When speaking to your freight broker, be prepared to discuss any special circumstances at your site such as access to the unloading area or other issues that could have an impact on your delivery.

Most freight carriers do not guarantee delivery dates and times. If you have very specific requirements for delivery, ask the broker to give you a quote based on a "premium" or "guaranteed service." This may cost more in freight, but save crew and labor stress and costs if you have complicated "yurt-raising" plans. The freight broker can help you decide what solution will work best for the cost and practical considerations.

### **How should I prepare to receive my shipment?**

If you need to have the shipment delivered on a specific day, it is a good idea to be in contact with the freight broker to learn when they expect to deliver your yurt. When making a residential delivery the freight company needs to make an appointment. This may take an extra day, as they will need to connect with you. In some areas carriers only deliver once or twice a week. If your site is not accessible to standard tractor-trailer trucks, you have several choices: you can (1) arrange to

pick up your yurt at the local terminal; (2) offer to meet the freight carrier at a different location; or (3) ask the freight broker for a quote that includes special services in non-standard equipment.

**How do I unload my yurt(s) from the truck?**

If you do not have a forklift available at the time of delivery, you will need help unloading your yurt – a minimum of two to three people for the smaller sizes and three to four people for the larger sizes. Your shipment includes a large crate that is too heavy to lift off the truck by hand, but if you have a crowbar or something similar you can disassemble the crate and carry the contents off. If you are unable to gather the desired number of people to help you unload the truck, you can check with the freight broker to see if they have a truck available with a lift gate. While the lift gate will help you get the product from the truck to the ground, it will not help you move the product around in the truck or on the site. For this you may need a pallet jack, a forklift, or friends with strong arms.

**What do I need to know if I pick up my yurt at your facility?**

The hours for pick up are 8:00 am to 3:00 pm, Monday through Friday. Depending on what size yurt was ordered, you will need to bring an 8' to 16' box truck or a truck/trailer combination. The truck or trailer must have tie down hooks to secure your load properly. We will assist with loading your truck, but you have ultimate responsibility for properly securing your load.