



Shipping Guidelines

FSI Home Products Division uses common LTL freight carriers such as Roadway or AAA Cooper for decking and railing materials. UPS may also be used for small items. We go to great extents to ensure you receive all materials and are without damage.

Tracking Your Shipment

Tracking numbers are available from FSI after the order has shipped. Please contact us if you require a tracking number.

Receiving Your Shipment

The freight will be delivered to the specified address on your invoice. It is the customer's responsibility to unload the freight from the carrier. Decking products are packaged with four decking boards per box for hand unloading. Railing systems are packaged in individual boxes banded to a pallet. The banding needs to be cut and the boxes removed separately unless you have a forklift or docking bay.

Inspecting Your Shipment

Be sure to inspect all materials for damage or shortage before the freight carrier leaves. If any damage or shortage is observed, please indicate it along with your and the drivers signature on the Bill of Laden provided by the truck driver. It is essential that that any damage or shortage be indicated at this time. FSI will not be responsible for items that are damaged or missing if not indicated on the Bill of Laden.

Damage or Missing Items

All products all fully insured by the shipper. Please fax us a copy of the Bill of Laden followed up with a telephone call. We will handle the insurance claim and promptly send out replacement parts at no cost to you.