



Loll Shipping & Assembly Logistics

Step 1: Be Informed and Inform those doing the work:

- Read this document thoroughly.
- Share all information with your staff and furniture receiving and assembly crew.

Step 2: How will Loll Furniture Arrive?

Most Loll items ship either knocked-down or flat-packed in boxes and securely palletized on a 4 x 8 pallet(s). Some of our larger pieces will always ship assembled.

The selected shipper will contact you prior to delivery to arrange receiving details. Please provide Loll with a contact person, a mobile phone number, and email for best communication between you, Loll, and the shipping company.

You must be ready to receive your pallet(s). We recommend a loading dock and a fork lift for the easiest receiving. *Let Loll know of restricted forklift capabilities prior to shipment from Loll.* If you do not have a fork lift, lift gate service will lower your pallet to ground level. Lift gate service must be prearranged with Loll and the shipper.

Each customer is responsible for unloading the pallet(s) as well as the disposal of the packaging material and pallet(s). These items can be removed for a fee and must be prearranged. Please keep all packaging materials until all items have been fully assembled.

IMPORTANT! Inspect your delivery for damage before releasing the driver. Damage caused from shipping must be marked on shipping documents. Take photos of damage immediately. *Contact your Loll representative to aid in handling damaged product.*

Step 3: General Assembly Tips:

We recommend having a **Lead Assembly Person** head-up your furniture installation. Please read this document carefully.

General Assembly Tips:

1. **Watch General Assembly Tips Video** and ask all Assembly Crew to do the same. This will help immeasurably for a successful assembly.
2. **Remove all staples from the box** and throw them away before removing contents. Staples can scratch both the Assembler and the Loll furniture.
3. Unpack the contents of the box on a **soft surface** (i.e. moving blanket, grass, empty box, carpet).
4. **Cross-reference the part sheet** to make sure all parts are there.
5. To prevent scratching **do not drag** furniture or parts on hard surfaces.
6. **Read through the instructions completely** and familiarize yourself with the parts.
7. Be sure to **use the proper length of bolt**; some pieces of Loll furniture use multiple sizes. Bolts are color coded for your convenience.
8. To avoid cross-threading the bolt with insert, **start each bolt with your fingers** before tightening with a hand tool or screw gun.
9. Notes on Cordless Screw guns:
 - a. If you have never used a cordless screw gun its best not to learn how on your new Loll furniture. Use a hand tool instead.
 - b. The cordless screw gun should have a clutch and the clutch should be turned down to a medium setting so that it torques and clutches out at the end of the bolt being driven.
 - c. If you cross thread the insert it will drive through the outside and the piece will be ruined. GO SLOW to start.
 - d. Be sure to start ALL bolts with your fingers and then tighten with the screw gun.
10. On all Lock Blocks (see instructions for Lock Block description) be sure **countersunk hole is facing outward** so the bolt head sits flush with the surface of the block.
11. The plastic may need to be flexed slightly to align pieces but the **components should not be forced together**. If it seems something isn't fitting together, you likely have something wrong. Reread the instructions to be sure you are aligning the proper components.
12. **Recycle** paper and cardboard.

Receiving Assembled Furniture?

If you are receiving assembled or partially assembled pieces please handle with care and/or as you would any new furniture. Although Loll furniture is durable and intended for outdoor use, improper handling can damage your furniture. Place all furniture on the ground on the furniture feet only! If you must lay furniture on its side use a blanket, cardboard, or other soft surface. Do not drag pieces over ground surfaces. Use moving blankets to protect surfaces while moving to intended locations. Use wheeled dollies to reduce damage potential and excessive wear.

Once again, Loll Designs strongly encourages everyone involved with assembly of our furniture to view the **Loll Assembly Video**, available at: <http://www.lolldesigns.com/assembly-tips.php>. Please also read the assembly instructions closely for each product prior to beginning assembly.

Step 4: Loll Support

Need a hand? Have a question?

Contact customer service: 877-740-3387 or sales@lolldesigns.com