

HOW DOES SHIPPING WORK?

Buying wood flooring online

There are some things you should know about purchasing hardwood flooring online. One aspect of purchasing flooring online that can concern customers is shipping. How will the hardwood get to your house, and how much will it cost? At Southern Yellow Pine Direct, our goal is to make buying beautiful hardwood flooring online easy and affordable, and we strive to make sure our customers understand every step of the hardwood-buying process, with the full understanding that taking the order is simply the first step.

Like the Seinfeld episode with the car reservation, “anyone can take the reservation, it is holding the reservation that matters”. We incorporate that ideal into our business model. Your order is not complete until you sign off, which is not the norm in this business, online or otherwise.

STEP ONE: ORDERING YOUR HARDWOOD FLOORS

Once you’ve found the perfect flooring for your home, you’ll need to do a few things in order to complete your purchase.

First, determine the square-footage you need, as this will be one factor that influences the shipping cost. We suggest using a [calculator tool](#) that helps the DIY calculate how much flooring to buy; once you have determined your order size by adding 10% waste to your coverage, then you need to *assess the following*:

Will we be delivering to a residential address or commercial address?

If residential, you will be responsible for the labor or equipment to off load.

Southern Yellow Pine Direct delivers to all 48 contiguous states in the U.S., and we have several jobs that have gone into Canada and the Bahamas, but those folks usually want us to ship to a port and they handle it locally.

Special authorization: Please indicate if we will be delivering to a limited access area or not. A limited access area is one that requires people to have special authorization before entering the area.

Each of your answers will affect the price of shipping. Once you are ready, submit your order via email form and if there are no unresolved questions, we will have your paid in full receipt back to you by 8:00 AM CST the following day, 7 days per week. Many times we have products that might for example save our customers money, or that might work better in their situation, this is puts the custom in our service. We take the time to make sure it is right for you, not just a sale.

STEP TWO: MOST ECONOMICAL SHIPPING, LTL

Now, all you have to do is watch your inbox as our logistics staff send updates on the process of preparing and shipping your order. We can give you an estimated delivery time, but it's important to remember that this is an estimate. There are many variables in the freight of your order, number one is weather; and that is prior to or during shipping. Again, we do not own the trucks, but we track them everyday for our clients.

LTL SHIPPING

We use LTL (less-than-truckload) shipping to deliver our products. This is a type of freight shipping for deliveries that do not fill an entire tractor trailer. Instead, your purchase and other customers' purchases are loaded onto the same truck. This makes LTL a cost-effective shipping method. It's also ideal for deliveries to residential or limited access areas.

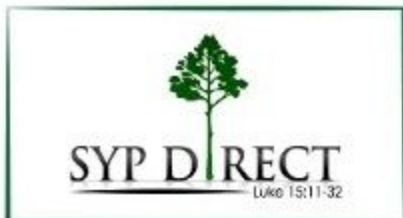
STEP THREE: DELIVERY

In order to keep shipping costs affordable, our customers unload their flooring from the truck themselves. The truck driver will supply a liftgate, if necessary, but he or she will not take any products out of the truck and into your home.

Flooring is heavy, so it's important that you have at least two able-bodied people to unload your purchase. Please practice safe lifting techniques and hire a professional if needed.

SYP Direct has a shipping policy delivered with your proforma invoice. If you have any questions, we are more than happy to talk with you. We accept all forms of credit cards, debit cards, paypal and paypal credit. Wire transfers and cashier's checks submit to P.O. box below, no personal checks without prior approval.

Please chat with us by [email](#) or call 1-888-286 - 2057



Solicitations- By request only please

Sales Dept

P.O. BOX 4036

Madison, MS 39130

Attention: Jason Howard, Sales Manager ext 04