



FAQs for Quotes and Estimates

Q: Approximately how much does it cost to ship something?

A: All estimates are quoted initially based on the information that we are supplied. Once items are brought back to the facility they are weighed and dimensioned this may cause your price to change.

Q: Can you make me a crate only with no shipping?

A: Yes, we make custom crates for all types of items, large and small, one or many.

Q: When will I receive my estimate?

A: Our team typically provides estimates in the order they are received. We strive to give you a price that is as accurate as possible based on the information supplied to our team. Final price is determined after item intake and weights and measures have been verified.

Q: How soon will my items be delivered?

A: Packing and crating occurs in the order in which payment is received. After payment is received, we average between 5-10 business days to pack and crate your articles. Once packed and crated your articles will be shipped. Clients will be provided tracking information so you can monitor the progress of your shipment to its final destination.

Q: Can I give you a credit card or pay for this now?

A: Once your project is priced 100% accurate, we will ask for payment. This requires verification and accurate weights and dimensions which can only be determined once we have your items.

Q: Why does the timeframe seem long?

A: Our team wants to make sure your experience is as close to perfect as possible. Our production team builds crates that meet ASTM standards, and we hold ourselves to a high standard occasionally this takes a little longer.

Q: Can I expedite my order?

A: Our team is happy to accommodate rush orders. We charge an appropriate fee for rush expedited service.