

Receiving Crated Furniture from Mainfreight

Mainfreight is the originating carrier. Various carriers may make the final delivery. We will provide you with a tracking number.

Tracking Your Shipment

You can call the originating terminal in Austin, 512-225-0905, send an email inquiry to them at Aus.domestic@mainfreightusa.com, or contact us.

Delivery

If the delivery is to a residence, the carrier will call, usually the day ahead, to make an appointment. If the day of proposed delivery is inconvenient, you can ask for another day, but the time of day must be determined by that day's most efficient routing of the truck.

If the delivery is to a business, the driver will make the delivery during business hours without an appointment.

The driver will deliver to the first door or just inside, but cannot go up stairs or deep into buildings. He is not contracted to open the crate and unwrap the furniture.

***Bureaucracies do not always transfer information and commitment well. This we recommend: Whenever you have contact with the company, take the name of the person and their phone number or extension. If you are told that something will happen, and it is critical to your convenience, call to verify as the time approaches. We apologize for suggesting this extra trouble, but it can reduce the chance of poor service. We will help if you call or email.

Possible Damage

We guarantee that you will receive your furniture in perfect condition. Any remedy for damage is between you and us, not you and the carrier. However:

If there is damage to the crate, describe it on the receipt. For example: "The crate is punctured." Have the driver initial your description.

If you can see damage to the furniture, refuse the shipment. In questionable situations, look inside before signing.

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