

Receiving Furniture from Plycon Vanlines

Plycon Vanlines is a carrier of high value items. They blanket wrap the furniture in our showroom and carry it to their terminal in Dallas. From there, trucks travel to the other Plycon Terminals, sometimes making deliveries along the way. Plycon asks us to allow 10-20 business days from pickup to delivery for most locations.

Pick Up

Your invoice will state the date of a Monday as your shipping date, but the truck can come any day of the week. It varies. When the furniture is picked up, we are given a tracking number. We will send it to you as confirmation that the furniture is on the way.

Delivery

A dispatcher will call to schedule your delivery, but if you have not received that call 10-12 business days after we let you know the furniture has been picked up, you may want to call the Dallas terminal, 214-905-5060. Give your tracking number. They may advise you to call the terminal making the final delivery, or they may provide other clarifying information. **If at any time, you feel you are not getting good service, please contact us .**

The delivery crew will set your furniture where you want it, unwrap it, and remove all debris.

Possible Damage

We see that the furniture is carefully wrapped in our presence. Plycon is committed to careful handling, but damage may occur. **Please inspect the furniture carefully.** Note any damage on the delivery receipt.

If you find damage that is deep into the wood or structural, **REFUSE** to accept that piece. Plycon will return it to us and we will replace it. If you find damage that is superficial, it can be repaired in your home.

Damage is very, very rare.

We take ultimate responsibility. You will not be left to negotiate with the carrier. We will see that you get what you ordered in new condition.

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