

RECEIVING YOUR PLAYGROUND

Your playground is coming and we're so excited for you! For ease of receipt, please follow these steps and contact your Burke Representative with any questions.

DELIVERY PREP

Prepare for your playground delivery by talking with your Burke Representative to determine what to expect. A couple of important items to consider include:

- How many people will be needed to unload your playground?
- What type of equipment will be needed to unload? For example, some pallets require forklift extensions to unload most efficiently. Knowing in advance what is needed will make the delivery day smoother and more orderly.
- Where will the playground be stored?

These aren't always easy answers and might seem confusing. Your Burke Representative can help you sort through all the information and make certain you and your team are driving toward a successful installation!

CHECKING THE SHIPMENT

When the shipment is unloaded, compare the bill of lading to the shipping label to ensure you have your entire playground! If you notice something is missing, clearly note it on the delivery receipt in order to file a claim.

INSPECT FOR DAMAGE

After confirming the shipment paperwork, it's time to inspect your playground equipment for any visible freight damage. Our goal is to meet and exceed your expectations, so please notify your Burke Representative to file a claim if any product is damaged. Make sure to include notes detailing any damage or missing parts on the delivery receipt before you sign for the shipment. And make sure to save any paperwork for future reference just in case you find any damaged or missing parts later in the process.



Burke is committed to serving you long after the installation is complete. Our Customer Service Team and Burke Representatives are passionate about bringing the highest level of play to your community and will ensure your playground is, and remains, all you dreamed! Contact your Burke Representative at 1.800.266.1250 or contact Burke directly at 1.800.356.2070 to answer any questions or help with any additional service you may have.

BCIBURKE.COM

Burke
PLAY THAT MOVES YOU.

800.266.1250

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