

loll oversized shipments

How will Loll Furniture Arrive?

Large-quantity orders or oversized items ship knocked-down and flat-packed in boxes securely palletized on a 4 x 8 pallet(s). You will be contacted a day prior to delivery by a shipping company to arrange a delivery window. The delivery will be curbside and the pallet will be lowered to the ground by the shipper. It will be the *receiver's responsibility to unpack and dispose of the pallet*. Please keep all packaging materials until all items have been fully assembled.

IMPORTANT! Inspect your delivery for damage before releasing the driver. If damage occurred, please still receive the shipment, but you must notate the damage caused from shipping on the shipping documents. Then take photos of damage and send them to sales@loll designs.com. We will ensure a resolution is found expeditiously.

General Assembly Tips:

1. **Watch General Assembly Tips Video.** This will help immeasurably for a successful assembly experience. See videos here: www.lolldesigns.com/videos.
2. A complementary **Loll Tool** is included with the shipment. Look for the box marked "Loll Tool Inside".
3. Unpack the contents of the box on a **soft surface** (i.e. moving blanket, grass, empty box, carpet).
4. **Cross-reference the "Included Parts" on the assembly instructions** to familiarize yourself with all parts included. If you need additional assembly instructions, they can be found at www.lolldesigns.com.
5. To prevent scratching **do not drag** furniture or parts on hard surfaces.
6. **BEFORE STARTING THE ASSEMBLY PROCESS, read through the instructions completely** and familiarize yourself with the parts.
7. Be sure to **use the proper length of bolt**; some pieces of Loll furniture use multiple sizes. Bolts are color coded for your convenience and help separate different lengths. See instructions for color coding and also which steps of the assembly require which length of the bolt.
8. To avoid cross-threading the bolt with insert, **start each bolt with your fingers** before tightening with your included **Loll Tool**.
9. On all Lock Blocks (see instructions for Lock Block description) be sure **countersunk hole is facing outward** so the bolt head sits flush with the surface of the block.
10. Bolts should not be forced, but some components, particularly the blocks will need a bit of muscle to get them together as they are machined for a snug fit. If parts are still not going together, please send us a photo of the part you are having trouble with.
11. **Recycle** paper and cardboard.

Loll Support

Need a hand? Have a question?

Contact customer service: 877-740-3387 or sales@loll designs.com

