

Williams Jobsite Delivery

PREPARE FOR DELIVERY DAY

Your address is clearly visible. This helps ensure our delivery team is at the correct location for your cabinet delivery.

Our Standard Jobsite Delivery is into the garage. If a garage is not available, a covered front porch is acceptable. In House and Upstairs Delivery is available for an additional fee. This must be requested at least 3 days in advance. If no one will be at the jobsite during delivery, make sure we have access into the garage and/or home. Contact your Williams rep for more information.

Clear a path from the delivery truck to the area the cabinets will be placed. Safety is a top concern for our delivery drivers, so please ensure there is no snow, ice, or other obstructions or unsafe areas along the walkway to the home. Inform other workers at the jobsite to ensure that all equipment and other obstructions are removed before delivery.

Make sure you have cleared out an open, large area for the cabinets to be offloaded.

Estimated Time of Arrival (ETA) options are available. The Williams Delivers app is available to track your order. Additionally, you can request to get a phone call, email, or text alerts. This must be requested at least 2 days before your scheduled delivery. Contact your Williams rep for more information.

DAY OF DELIVERY

Keep your phone on and with you. It is preferable to have someone present to accept the delivery, however this is not a requirement. We ask that you are available to reach in the event we need to contact you.

There is a re-ship fee if drivers are unable to make the delivery. Drivers will wait up to 20 minutes. If we are unable to make contact, the delivery will need to be rescheduled for an additional fee.

AFTER DELIVERY

If you find damage or any issues with your cabinets, call your Williams rep. Please go through your delivery items thoroughly before you contact your Williams sales person. Make note that some items are often in a mixed parts box. Additionally, some smaller items may be packaged with larger items. For example, Touch Up Kits are typically wrapped with Toe Kicks.

You may notice arrows on the boxes. Base (floor) cabinets will be delivered with arrows pointing up. Wall (upper) cabinets may be delivered with the arrows pointing up or horizontal.

Williams Customer Service
1-800-748-0503

Williams
Distributing