

SHIPMENT NOTICE

The camper is almost ready to ship! This letter is to guide you through the commercial freight process that will get your camper from our door to yours, and confirm your understanding of:

- Packaging
- Timing & Schedule
- Receipt and inspection
- Pick up considerations

Packaging

The camper top will ship in a wooden crate, with several small boxes secured inside. The crate is assembled using screws, so it can easily be disassembled and the camper removed.

- The crate will weigh 750 lbs, and is 9 feet long x 6 feet wide x 4 feet high.
- Most of the weight is the crate materials (pallet, wood etc), not the camper, and the crate will typically need to be removed from the freight truck with a fork-lift equipped with extended tongs (96")
- If the truck is able to back up to a loading dock, the crate can be removed using a pallet jacks.
- We discourage trying to remove the crate by hand with a lot of guys, and most freight companies will not allow this due to the chance of injury or damage to freight or equipment.

Due to these handling requirements, the crate will typically ship to a commercial freight depot or suitably equipped business. If you have provided a residential address, you must be able to handle the freight at that address, and understand that actions such as:

- changing delivery address at time of delivery,
- holding the freight truck while arranging a way to offload,
- refusing freight shipment due to inability to offload,

can result in additional charges which will be billed to you, either by the shipping company or Ursa Minor

Timing & Schedule

1. The expected ship date will show on your order, but due to the usual variations in manufacturing, especially in small business, we may be able to ship early, or have to ship later. We will advise you as the date approaches should anything change beyond a day or two.
2. Once the crate is loaded, the time between our location and yours is completely up to the shipping company. Many times they will estimate the transit time, and we will send tracking information so that you will know when it is expected to arrive.
3. Shipments can be delayed in transit. Delivery times are not guaranteed by Ursa Minor or the shipping company in any way.

Receipt and inspection

The important thing to know is most shipments arrive with no damage, so the following information is not to create stress, but to explain how to handle damage. The crate we use was designed based on feedback from the shipping company, and every shipment is insured for full retail value.

1. When the crate arrives, please have a camera and take photos of all sides and top of the crate as soon as it is removed from the truck.
2. If you witness issues while the crate is removed, you may want to note these as well, for example dropping it or hitting the sides of the truck

If you should receive, or go to pick up a crate at a depot, and find the crate damaged, please be sure to take the following steps to ensure a faster, simpler claims process:

- a. Document any damage to the crate, packaging or camper by photographing before unpacking or loading in your truck or trailer. Take photos of the depot, the driver, the truck, the truck license plate, the forklift and anything else that might show the situation. Please call us if you have any concerns.
- b. If the exterior is damaged,
 - i. You are allowed to open up the crate to determine if there has been damage to the top before accepting the shipment.
 - ii. Some drivers are on a schedule, and there may be pressure to “sign and go” but it’s better to take the time to check.
- c. If on inspection the top has been damaged, you should refuse to receive it and file a claim. While very inconvenient, once freight is accepted, the shipping company will always claim that any damage occurred after receipt by the customer. The crate will remain at the depot until the claim is settled.
- d. All damage to both the packing and the camper must be noted on the receipt in writing when signing for shipment.
 - i. If the receipt is signed without noting damage, the shipment has been received “as is,” and any damaged discovered later will not be insured or compensated for by the shipping company
 - ii. To note damage, put above signature “damage as noted (damage)”
- e. Shipping damage must be claimed and filed between the freight company and the receiving customer, not Ursa Minor Vehicles. UMV will help as much as possible should there be an issue, but does not legally own the shipment once it leaves our dock – so we cannot file the claim for damages.
- f. All shipments are insured for full retail value, just in case.



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Shipment pick up considerations

1. Plan to pick up the crate with a flat bed truck or small trailer, for example U-Haul has a variety of small utility trailers while Home Depot rents flat bed trucks.
4. Don't plan to disassemble the crate at the freight depot, trucking companies will not allow you work on, or discard, any packaging (not including opening it up for inspection)
5. To disassemble the crate, you'll find a Phillips bit on a cordless drill to be very handy in disassembling it from the top down.
6. The detailed instructions on removing and installing the top will be emailed separately.

