

PLEASE READ -Extremely Important

DELIVERY:

The driver who will be delivering your flagpole will contact you prior to delivery in most cases. When your flagpole arrives, **YOU MUST CAREFULLY INSPECT FOR DAMAGE SUSTAINED IN TRANSIT.**

Please **REMOVE THE FLAGPOLE FROM THE SHIPPING TUBE AND UNWRAP THE INNER PAPER TO INSPECT. EVEN IF THE TUBE SHOWS NO SIGN OF DAMAGE.**

******DO THIS WHILE THE DRIVER IS STILL PRESENT******

If you find **ANY DAMAGE TO THE POLE, REJECT THIS PORTION OF THE SHIPMENT.**

If the **HARDWARE BOX AND GROUND SLEEVE ARE UNDAMAGED, PLEASE ACCEPT THIS PORTION OF THE SHIPMENT.**

Make sure you have all your items from the invoice the driver gives you!

IF ANY ITEMS ARE MISSING OR A PORTION IS DAMAGED.

MAKE SURE TO SIGN SHORT OR DAMAGED ON THE INVOICE!

Please take digital photos of any damaged product or packaging and report to us ASAP!

info@federalflags.com

THIS DOCUMENTATION IS CRITICAL WHEN PROCESSING ANY CARRIER DAMAGE CLAIM.

LACKING THIS INFORMATION COULD RESULT IN ADDITIONAL CHARGES FOR REPLACEMENT PRODUCT.

Please note that flying more than one flag voids the flagpole warranty.

STORAGE:

If you will be storing your flagpole outdoors prior to installation, please follow these guidelines:

- **IMMEDIATELY** remove all wrapping from the pole. If wrapping is left on the pole and it gets wet, **staining WILL occur.**
- **DO NOT** store your unwrapped pole directly on the ground. Grass and soil can stain the pole. Stones can scratch it. Instead, place your pole on a soft, colorfast support surface that will not stain the pole or scratch it.
- **DO NOT** to let the pole come in contact with other hard surfaces like metal, concrete, or stone. Your pole is manufactured from aluminum which can easily scratch. It's important to use extreme care in storing and moving your pole prior to installation.

INSTALLATION:

You should receive a shop drawing with your flagpole which clearly defines all relevant dimensions and materials. If you need any help with installing your flagpole, we are available to answer any questions by email or phone.

We love to see our customers' finished work! Send us a few photos of your finished project and we'll give you a shout out on our Facebook page!

Thank you again for choosing Federal Flags!