

White Glove Delivery vs Dock Delivery

White Glove Delivery

- Price included un-carton, set in place and removal of debris.
- Delivery window M-F 8 am – 5 pm local time.
- Installer will call 24 hours in advance to confirm delivery.
- No stairs, placement on ground floor or elevator accessible floor.
- Must be 53' truck accessible (if not small truck fee would apply).
- Please allow installer 15 business days (25 business days in remote areas) once the goods are delivered to them to schedule/perform delivery.
- If you have stairs or any additional questions, please call FireKing customer service at 800.457.2424 ext 3014

Dock Delivery

- Must be 53' truck accessible (if not small truck fee would apply).
- Location must have a dock.
- Item would be unloaded and left on the dock. Customer is responsible for moving the item to its final location.
- Liftgate is available for an additional charge. Please contact FireKing customer service at 800.457.2424 ext 3014