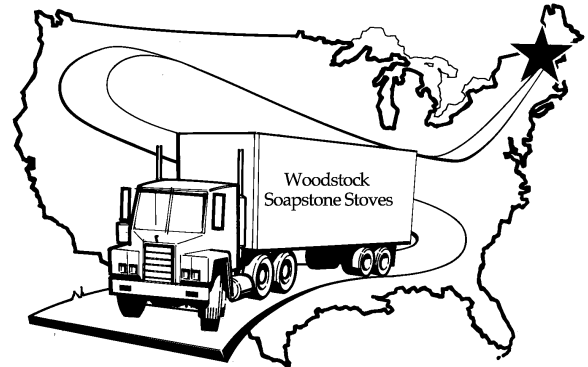


Pick-Up/Delivery Guide

How To Get Your New Stove From Our Factory To Your Home

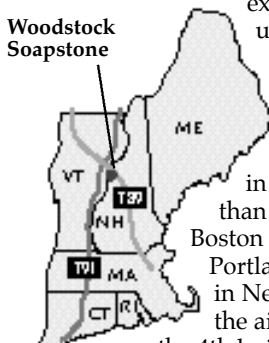
Congratulations! You will soon be enjoying your new Woodstock Soapstone stove. Now that you've ordered your stove, your next question may be "How will I get it here?" Don't worry. Each year we help thousands of new stove owners arrange the safe and reliable delivery of their stoves to all parts of the country. The process is simple and we are just a toll-free call away should you have any questions. The purpose of this guide is to share with you practical tips for a quick and easy stove delivery.



Option 1: Pick-Up At Our Factory - We Always Welcome Visitors!

If you live in the Northeast or are traveling in New England, please try to visit us. You can get a tour of the factory, pick out your stove, and take it with you if you'd like. If you pick up your stove at the factory, there are no crating or shipping charges, plus there's no sales tax in New Hampshire.

Customers from all over the United States visit us to order their stoves, or pick them up. We are located in an exceptionally beautiful, tranquil, and unspoiled area of New England. A trip to our factory can make a great vacation outing.



We are conveniently located at the intersection of Interstates 91 and 89, in West Lebanon, NH. Our factory is less than 3 hours driving time from Albany NY, Boston MA, Hartford CT., Burlington VT, and Portland ME. Take Exit #20 off interstate 89 in New Hampshire and follow the signs to the airport/ Airport Business Park. We are the 4th building on the right in the Business Park. Detailed driving directions are printed on a separate PDF, or enter our address on Mapquest.

If you pick up your stove at the factory, it will be banded to a wooden pallet, with a corrugated cover and rain-proof shrink wrap. We will load the stove into your vehicle. In order to safely transport the stove, you will need a pick-up truck, van, small trailer, or an SUV or minivan with sufficient area to load the stove. We will not load the stoves into sedans or station wagons because their size and weight makes them unsafe as cargo in these passenger vehicles.

Please bring rope or straps to secure the stove against shifting once we load it in your vehicle. The stoves are heavy, but are actually not that difficult to move with a little mechanical leverage and a two wheeled dolly. Please read the section entitled "Taking your stove home" on page 3 to see how we recommend moving it.

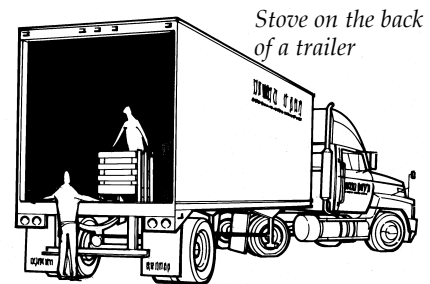
Option 2: Terminal Delivery

The first thing you should know about your stove is that it is shipped to you on the back of a tractor-trailer truck. The stove weighs about 500 pounds - too heavy for the US postal service or even for the cheerful crew in the brown trucks. When we ship your stove from the factory, we crate it in wood and load it onto a tractor-trailer truck. The wooden crate is specially designed to protect your stove from the hazards of a long road trip. Leaving our factory in West Lebanon, NH it may travel as far away as Alaska, Hawaii, and yes, even to Europe and Asia! The crate has to be built tough.

We choose only the best trucking companies to handle your stove. Because we ship a substantial volume with these particular companies year after year, and because our crating is so durable yet easy to handle without damage, we have been able to negotiate very low shipping rates

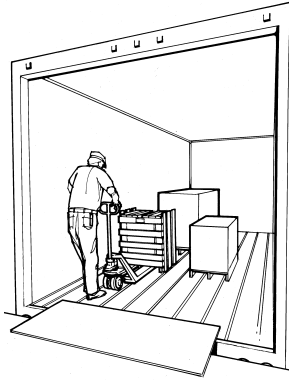
Once the truck gets to your local area, the driver can deliver the stove to a business that is equipped to handle freight. This could be a truck terminal or any other business that has a loading dock or a fork lift. The truck needs to be able to back in, unload the stove from the trailer, and pull away. Picking up your stove from the closest freight terminal, or from a business, can be a pleasant and simple project.

There are close to 1000 freight terminals across the country and we can usually locate one within an hour's drive from your town. Once you arrive with your pick-up truck or van, the folks at the freight terminal can load the stove onto your vehicle with a forklift or hand truck. Most terminals are open in the evenings, and terminals near metropolitan areas are often open 24 hours/day. Just give us a call to find where the closest truck terminal is to your home.



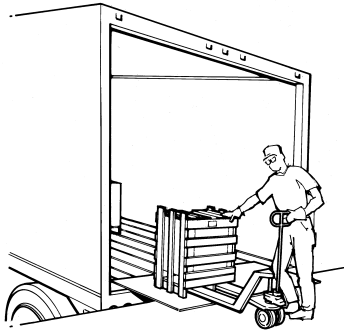
Option 3: Business Delivery

As mentioned, we can also ship the stove to any business that has the ability to unload the stove from a tractor-trailer. This means finding a business that has either a loading dock or a forklift. If you arrange to have your stove shipped to a business, you should tell them that the freight charges are prepaid by us and the stove is insured by us against any damage in transit. There is no exchange of money or liability for damage for the business that receives the stove. They will want to know that.



Unloading a stove onto a dock.

What kind of business would accept my stove delivery?



There are many businesses that can handle a stove shipment. For instance, we have shipped hundreds of stoves to building supply stores or lumber yards. Feed stores or hardware stores are also a good bet. We have also shipped stoves to schools, hospitals, manufacturing

companies, grocery stores, auto shops, garden centers, and more. If you are building, consider asking your general contractor to bring the stove to the job site along with other materials. The only requirements are that the business have unloading facilities – a fork lift or loading dock – and be open for truck deliveries during normal business hours. If none of the places listed above seem convenient, just call us. We'd be happy to help you arrange your business delivery.

Taking your stove home after a business or terminal delivery

You can transport your stove from the business or terminal in a pick up truck, van, trailer, and some sport utility vehicles. You'll simply need to measure the opening to your vehicle to ensure the stove and its crate will fit inside. Please take a look at the crated dimensions for your particular stove listed in the beginning of this brochure.

Once the stove has been loaded into your vehicle, it is best to bring the stove as close to the front as possible. In

a pick up truck, bring the stove right up to the cab and tie it down so that it won't slide during the trip back to your home. This is especially important to do if you have a bed liner in your truck, as they can be very slippery.

Try to find an area at your home that you can back your vehicle up to (i.e. a deck or porch). Two 2" x 8" planks make a great ramp to unload the stove from your vehicle and to place over steps. Leave the wooden crate intact until you get the stove on your hearth. This will protect the cast-iron and the soapstone from any damage during movement.

Slide the stove toward the rear of your vehicle. If you are using a pick up, remove or lower the tailgate. Place the



Sliding your stove down the ramp.

ramps under the stove in the area of the pallet where a forklift would go to lift it. Have a person stand at the bottom of the ramps for stability. Two other people should be able to lean the stove onto the ramps and carefully slide the crated stove slowly down to the ground or deck. Once it is on the ground, a sturdy two wheel hand truck, appliance dolly, or four-wheeled piano dolly can get it to the hearth. If you are using a hand truck or appliance dolly, strap the wooden crate to the dolly and lean it back to make it easier to move.

Once you get the crated stove near the hearth you can then start to remove the crate by using a flat bar to take the wooden slats off. Be careful that the bar doesn't slip and hit the stove. The wood crate can be used for kindling if you remove all of the staples. Have four people carefully lift the stove off of the wooden pallet and on to the hearth. You are now ready to hook up your stove!



Crate strapped to a hand truck.

Option 4: Residential Delivery

We try to discourage residential deliveries because they are more expensive and are more likely to encounter scheduling problems or other difficulties. If your stove is delivered to a business or terminal we know that there is a 99+% probability of everyone being satisfied (you, us, and the trucking company). So, if you do elect to have a residential delivery, be prepared to have one of our customer service people try to talk you out of it. Here's why:

Safety: Most trucking companies will not allow their drivers to deliver freight into residential areas because of the size of their trucks. It is almost impossible and potentially dangerous to maneuver a "big rig" through narrow

residential streets and into the driveway of a home (not to mention the task of getting the stove off the back of a tractor trailer truck at your house).

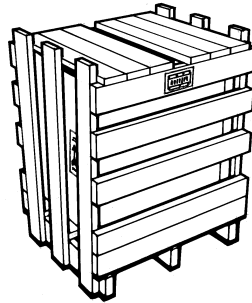
Cost: Sometimes the trucking companies may have a smaller truck with a hydraulic lift gate that allows the driver to lower the freight to the ground like an elevator. If the trucking terminal in your area has one of these trucks they can bring your stove to your house. However, because they only use these trucks for special cases, there is an additional charge for the service - generally about \$190.00.

Scheduling Delays: Residential deliveries are logistically difficult. No matter how hard we try to arrange to have the homeowner and truck arrive at the same place and the same time, one of them is invariably late. Imagine how the trucker feels after waiting an hour or two, and the homeowner doesn't show up? Imagine how you might feel if you take time off work and the truck gets delayed and can't make it? These things happen and there is little that we can do to prevent them.

Unloading: The driver of the truck isn't required to help you move the stove into your house or garage. In fact, they are really only required to let the stove down at the end of your driveway. This is partly due to union contracts and partly due to risk of damaging your walkway, doorway, or lawn. Remember, they are in the trucking business, not the moving business.

Questions?

If you have any questions about shipping, delivery, or pick up, please call our Customer Service Representatives at 1-800-866-4344. We have helped thousands of people through the shipping and delivery process, and we'll be happy to help you with advice based on our years of experience.



All stoves are shipped in heavy wood crates, and insured against damage in transit. If your stove is damaged in transit, simply call us and we will replace it promptly, and at no charge.

Specifications:

Crated Weights:

Cottage Gas Stove...
350 pounds

Keystone, Palladian,
Classic, and Fireside
Franklin Gas Stove ...
500 pounds.

Fireview ... 550 pounds

Crated Dimensions:

Woodstoves: 30"W,
37"H, 24"D

Franklin Gas: 33"W,
35"H, 32"D

Cottage Gas: 27"W,
37"H, 28.5"D



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