



## **REAListic Tennis Backboard FAQ**

**[www.OnCourtOffCourt.com](http://www.OnCourtOffCourt.com)**

### **1. How long will it be before my item(s) ship(s)?**

Once the manufacturer receives your order, please allow 3-5 weeks for manufacturing and assembly.

Each backboard is hand crafted and custom made to order. They are not mass produced and stored for immediate availability.

Manufacturing time varies by season and number of boards already in progress at the time your order is placed.

If you would like a more precise timeline on when your board will be ready, please call our office before placing your order.

### **2. How will my item(s) ship?**

All backboards will ship UPS Freight.

UPS Freight delivers Monday through Friday. Actual shipping time will vary based on the receiver's location, but it is typically between 3-5 business days.

### **3. I have my own freight provider, can you ship with them?**

We can give you the weights and dimensions to get a quote from your provider. Note that there are specific shipping guidelines for the backboards as well, and we cannot guarantee that another provider will follow those accurately.

### **4. I am in Canada, can I buy a backboard?**

Unfortunately, we cannot ship this item to Canada at this time.

### **5. I live in a remote area, am I still able to have a backboard delivered?**

If you are unsure about freight deliveries to your location, please call our office with your address and we can verify whether or not a backboard can be shipped to you.

## **6. How will I know when my item(s) will arrive?**

We request that a delivery appointment be made with the receiver before delivery, so a UPS rep will contact you to set that up once your backboard is in transit.

## **7. Do I need a dock to receive the delivery?**

No, you do not have to have dock access to receive the delivery. We send all shipments with a lift gate included; however, if you do have a dock at your facility, you can certainly use it.

## **8. Can I move the item to a different location after receiving it?**

It is strongly preferred that you have the item(s) delivered to its permanent location. There are multiple pieces in the shipment and they are very large, non-stackable and will not be on a pallet.

## **9. What if my item arrives and something is wrong with it?**

**Upon receiving your items, please thoroughly inspect each piece before using or storing.**

- Occasionally mishaps occur in transit. There is a limited period of time to initiate a damage claim with UPS, so it is important that we know about any issues as soon as possible. Please call us and email us with clear photographs of any areas of concern.
- If your item is not what you ordered or a part appears to be missing, please contact us via phone or email as soon as possible.

## **10. If I am not happy, am I able to return this item?**

Due to the custom nature of the item, returns may be considered on a case by case basis.

Return shipping costs and restocking fees will apply.

If you have any other questions or would like further clarification, please call our office at 888-366-4711 for assistance!