

DELIVERY SITE PREPARATION

Get ready for a smooth delivery. Prepare your access route, choose your unloading area, and know what to expect when your driver arrives.

BEFORE WE ENTER YOUR PROPERTY

You must be present, and a property damage waiver must be signed on-site at the time of delivery before a KRC truck enters your property. Confirm placement and review the waiver with your driver. If you are absent and cannot be reached by call or text, the driver will contact Dispatch and delivery will be curbside only.

PREPARE YOUR SITE

Access and unloading needs vary by truck. Use these planning tips, then confirm the requirements for your delivery with KRC before scheduling.

01 / CHECK THE ACCESS ROUTE

- Review gates, driveway entrances, tight turns, slopes, and space for the truck to maneuver.
- Look for overhead wires, tree limbs, roof overhangs, and obstructions above the unloading area.
- Tell KRC about narrow roads or restricted access. Share site photos and measurements if you are unsure whether a truck can reach your site.

02 / PLAN YOUR UNLOADING AREA

- Identify and clearly mark your preferred material placement location. Leave room for both the truck and the material being unloaded.
- Keep doors, walkways, neighboring access, and essential routes clear.
- Discuss difficult placement requests in advance, then confirm placement with the driver before unloading.

03 / FLAG SITE CONCERNS

- Tell KRC about soft soil, wet ground, uneven surfaces, steep grades, or recently disturbed areas.
- Identify septic systems, underground tanks, utilities, drainage, and irrigation along the route.
- Discuss concerns about concrete, asphalt, pavers, or other finished surfaces. Notify KRC if weather or site work changes access after scheduling.

04 / MAKE ROOM FOR DELIVERY

- Move vehicles, trailers, tools, and obstacles out of the access and unloading areas. Arrange gate access and share entry instructions in advance.
- Keep children, pets, and bystanders away from the truck and unloading area. Coordinate with contractors so the site is ready when the truck arrives.

DELIVERY DAY & BOULDERS

Stay available, confirm placement, and make sure your delivery arrangements fit your site.

WHAT TO EXPECT ON DELIVERY DAY

BEFORE ARRIVAL: STAY CONNECTED

Provide a contact phone number when ordering. A cell phone is requested for delivery texts. If you only have a landline, let the team know so it can be noted on your order.

The day before delivery, Dispatch sends a text confirming your scheduled date and previously provided time window, narrowed down when possible. If you do not respond, Dispatch follows up by phone. Keep your contact information current and remain available for delivery messages.

AT YOUR SITE: MEET YOUR DRIVER

Your driver will reach out by text when en route. Remain available by phone and be present if the delivery requires entry onto your property.

Before unloading, the driver confirms placement and collects a signature. Property entry also requires the property damage waiver signed on-site at delivery. Drivers do not enter properties without the customer present and the signed waiver.

UNABLE TO BE THERE?

Contact KRC before delivery to discuss arrangements. If you are absent and the driver cannot reach you by call or text, the driver will not enter your property, will notify Dispatch, and delivery will be curbside only.

PLANNING A BOULDER DELIVERY

Boulders can be delivered by crane truck or flatbed. Confirm the option that fits your site and placement needs with KRC before scheduling.

CRANE TRUCK

Maximum: 10 tons of boulders per delivery. Each load of up to 10 tons requires one delivery charge plus a minimum of one hour of crane time. Orders over 10 tons require additional delivery charges and crane-time minimums.

Example: 13 tons of boulders. A 10-ton load plus a 3-ton load requires a minimum of two delivery charges and two hours of crane time.

Discuss the proposed placement location, access, and crane requirements with KRC before scheduling.

FLATBED DELIVERY

Boulder Box packaging or pallets are required. Customers using flatbed service for boulders must purchase Boulder Box packaging or pallets.

Confirm packaging, site access, and unloading arrangements before placing your order. Tell the KRC team where you would like your boulders unloaded so they can help you plan the delivery.

PALLET PICKUP & QUESTIONS

EMPTY VENDOR PALLET PICKUP

Finished your project? KRC offers a paid convenience service for customers who need empty vendor pallets collected.

SERVICE FEE & COVERAGE

\$265 within the San Diego service area. The pickup fee must be paid to arrange the service. Coverage extends from the U.S. border in the south to Fallbrook in the northeast and San Onofre in the northwest. Pickups outside this area use standard delivery fees. Contact KRC to confirm coverage and pricing.

SCHEDULING & PALLET CREDIT

Typically 1-2 weeks; dates are not guaranteed. Dispatch may reschedule pickup to fit the delivery schedule. Missing an estimated or scheduled pickup date does not qualify for a refund of the service fee.

Ask KRC to confirm which vendor pallets are eligible for return and what credit, if any, applies.

COMMON DELIVERY QUESTIONS

DO I NEED TO BE HOME FOR DELIVERY?

You must be present for property entry and sign the property damage waiver on-site at delivery. Contact KRC in advance if you cannot be present.

WHAT IF I MISS THE DRIVER'S CALL OR TEXT?

If you are absent and do not respond to the driver's call or text, the driver will not enter your property, will contact Dispatch, and delivery will be curbside only.

HOW MUCH CLEARANCE DOES MY DELIVERY NEED?

Requirements depend on the truck and unloading method. Contact KRC with gate and driveway measurements, overhead obstacles, and site photos before scheduling.

WHAT DELIVERY OPTIONS ARE AVAILABLE FOR BOULDERS?

Crane truck or flatbed. Crane loads have a 10-ton boulder maximum, one delivery charge, and at least one hour of crane time per load. Flatbed service requires purchased Boulder Box packaging or pallets.

DOES ONE HOUR OF CRANE TIME COVER MY WHOLE ORDER?

One hour is the minimum per load of up to 10 tons. Two loads require at least two delivery charges and two hours of crane time. Discuss placement work and expected charges when ordering.

CAN I CHOOSE A GUARANTEED PALLET PICKUP DATE?

No. Pickup is arranged around the delivery schedule, usually within 1-2 weeks. Dates can change and are not guaranteed.

QUESTIONS ABOUT YOUR SITE?

Have your delivery address, material type, quantity, and site photos or access measurements ready. Find your KRC location at krcrock.com/locations. View trucks and packaging at krcrock.com/delivery---packing-options.