WHAT TO EXPECT AFTER PURCHASE

Here's what happens next: we'll confirm your order, coordinate scheduling with your local branch and builder, keep you updated along the way, and help you prepare your site for a smooth delivery and assembly.



1. You'll receive a text message and email confirming your purchase and thank you for your order.
2. Within 24–48 hours, we'll begin coordinating your order with your local branch and builder so we can schedule a tentative assembly date.
3. Once a tentative date is available, you'll receive a text asking you to confirm whether the date works for you. Reply "1" to confirm the date or "2" if you need a different date range.
4. Scheduling confirmation texts are typically sent on Mondays, Fridays, and Saturdays.
5. If you reply "2," our Central Communications team will call you within 24–48 hours to discuss alternate date ranges that work better for you.
6. You'll only receive a scheduling call if you reply "2." If you reply "1," no additional call is needed.
    - Scheduling confirmation texts are typically sent on Mondays, Fridays, and Saturdays.
    - If you reply "2," our Central Communications team will call you within 24–48 hours to discuss alternate date ranges that work better for you.
    - You'll only receive a scheduling call if you reply "2." If you reply "1," no additional call is needed.
7. For any pre-assembly questions or concerns, please contact Central Communications at 214-242-6900.
8. You'll continue to receive scheduled email updates with important information about your order and assembly.
9. Your local branch may contact you if a reschedule is needed or if permitting information is required.
10. You'll receive a reminder text three days before your scheduled assembly date.
11. Your builder will call approximately 30 minutes before arriving on the delivery and assembly date.
12. Your builder will deliver the shed to your home and build it on site.
    - Delivery and assembly will occur on the same day. Larger structures may take 2–3 days. Your shed or playset will not arrive before the confirmed assembly date.
    - When planning for assembly day, rely only on dates provided in BYP or Handy Home Products communications.

HOW TO PREPARE FOR DELIVERY

Access & Weather

To help everything go smoothly:

- Make sure the site is level.
- Clear access to the job site before assembly day.
- Leave 3–4 feet of clearance on all four sides and above the build area so the builder can assemble safely. This may include trimming or cutting tree branches.
- Obtain a permit or HOA approval, if required. We can help if needed but permit or HOA requirements may extend the scheduled date.
- Plan for possible weather delays in your area.

HOA & Building Codes

- Check your HOA guidelines on shed size, style and placement.
- If a permit is required, please provide your site plan or review it with us, and we will walk you through the process and next steps.
- Most cities require a minimum of 5- to 10-foot setback from the property line.
- Prepare the site to be level and free from obstruction.

Clean and Level Your Build Site

- Remove debris, such as pet waste, brush, rocks, toys and other obstacles.
- Level where your shed will be built. If it is not level within 6", we will use treated leveling materials under the runners to level the shed up to 6" at no charge.
- If your surface is unlevel by more than 6 inches, or if you want us to bring concrete leveling blocks, you'll need to purchase our leveling block package. You may also choose a concrete slab, concrete blocks, or a gravel pad.
- Note: Your shed sits on 4"x4" treated runners/joists and decking on top, which is an 8" step to get into the shed. If the site is unlevel, the height to get into the shed will be higher, depending on how level the ground is.
- Stake off the approximate location of where the shed or playset will be placed.

For any questions during the process contact us at 734-242-6900 or email customerservice@backyardproducts.com.