

Steel Poles – Square & Round Straight

Delivery, Handling, Storage & Warranty Considerations

Freight Policy for Poles

Halco Lighting does not offer free freight allowed on steel pole shipments. Request a quote for freight which is dependent on quantity of poles and shipment location.

Delivery & Offloading Instructions:

Halco Steel poles are shipped via flatbed truck and require proper equipment and procedures for safe unloading. The customer is responsible for arranging and executing the offloading process.

- Use appropriate lifting equipment such as a forklift or crane to safely remove poles from the truck.
- Do not attempt to lift poles by inserting forks into the open end of the shaft—this may cause structural damage.
- Delays in unloading or failure to receive delivery may result in additional charges.
- Hardware, unless otherwise arranged, is typically packaged separately and shipped alongside the poles.

Receiving Inspection Guidelines:

To ensure the integrity of your order, a thorough inspection must be completed at the time of delivery:

- Immediately remove all packaging materials to examine the poles.
- Carefully check for visible damage, missing components, or shipping-related issues.
- Any discrepancies must be noted on the freight bill or Bill of Lading at the time of delivery to support any potential claims.
- Confirm that all hardware and included accessories such as cover plates or caps are present, properly counted, and free of damage.

Storage Best Practices:

Proper storage is essential to maintaining pole integrity and finish quality before installation:

- Remove all plastic wrap, cardboard, and other packing materials Immediately. Leaving the plastic wrap can trap moisture and damage the finish of the pole.
- Store poles indoors or under cover whenever possible to avoid exposure to weather.
- Always keep poles elevated off the ground and protected from standing water, snow, or ice.
- Use clean, dry wooden dunnage to separate poles, avoiding treated or wet materials that may damage the finish.
- Alternate the orientation of poles (top up, top down) to ensure even stacking and weight distribution.
- Align dunnage carefully to apply consistent support across the entire length of the poles.

Improper Handling & Potential Damage:

Neglecting proper storage or handling can result in:

- Finish damage due to prolonged contact with packaging or moisture.
- Staining or corrosion caused by wet cardboard or chemically treated wood.
- Warping or bending from uneven support or stacking methods.

Halco cannot be held responsible for damage resulting from improper storage or handling practices.

Field Drilling Policy:

- All necessary holes and mounting provisions are completed at the factory prior to powder coating.
- Drilling or modifying poles in the field compromises the protective finish and exposes raw metal to potential corrosion.
- Any field modifications, including additional drilling, void the product warranty and may lead to rust or finish failure.

Returns & Exchange Policy:

- There are no returns or exchanges on light poles. Be sure to review any quote or order acknowledgement carefully.
- If Halco opts to replace a pole, the freight / Delivery charge will be the responsibility of the customer.
- The warranty does not include any obligation to reimburse the customer for the cost of removal, re-installation or any other incidental expenses incurred.
- See Halco's 1-year Limited Warranty for Steel Poles Document.