

GATE PALLET RETURN

INSTRUCTIONS ON RETURNING STEEL GATE PALLETS TO BUCKLEY FENCE

This document will outline the step-by-step process to return your reusable gate pallets to Buckley Fence, cutting down on waste and helping us provide sustainable products.

Your gates are shipped on a varying number of pallets depending on their size. For instance, a 4 ft gate will come on one pallet. An 8 ft gate comes on two pallets. And 12 ft gates come on three pallets. Mixed gate purchases come on the longest pallet required. The following steps will still apply to any size gate shipment.

PARTS PROVIDED

1. Gate pallets
2. Top & bottom hub plates
3. Rail separator plates
4. Ratchet straps

REQUIRED MATERIALS

1. 18 mm or 19 mm wrench
 2. 18 mm or 19 mm impact driver
- *Some fasteners are 18 mm or ¾"

1 ASSEMBLING THE GATE PALLETS FOR RETURN

1. Remove the plastic pieces from the gate pallets. Set them aside for later.
2. Disassemble your pallets using the wrench and the impact driver (Figure 1).
3. Use the wrench to stabilize the bolt as you use the impact driver. Set aside the hardware for later.
4. Clean your gate pallets, hub plates, and rail separator plates by removing any mud or dirt.



Figure 1

5. Once disassembled, stack the pallets, ensuring that they are aligned. For 4 ft gates, there's no need to disassemble. Simply stack the pallets on top of each other.
6. Rescrew in the hardware to the pallets (Figure 2). Finger tighten the hardware.
7. Use two ratchet straps to secure the pallets, one horizontally and one vertically.
8. Tighten the first strap over the stack. Tuck the ends of the strap into the pallet. Do not tie knots in the ratchet strap. Repeat with the second ratchet strap.



Figure 2



Figure 3

2 ARRANGING THE RETURN

- Gate pallets are now ready for return (Figure 3).
- To ensure gate pallet deposit refund, pallets should not be sent back with the initial delivery truck.
- Buckley Fence will arrange and pay for the shipping. They must ALL be returned at the same time, along with your crates if you have them. You must request a gate pallet return pickup 3 days before installation is complete. Give us a call or send an email to schedule it. Ensure you or the installer is present with a forklift at the time of pickup. The trucking company will not do this for you.
- Once Buckley Fence receives your undamaged gate pallets, bundled correctly, with no missing pieces, you will receive a refund of your original deposit. We hope you're enjoying your new fence!

Please refer to our [Gate Pallet Return Instructional video](#) on our website for more information.

If you have any questions, don't hesitate to call us at 720-644-6884.