



**5-YEAR
FIX-IT-ALL
WARRANTY**

**RENT
-TO-
OWN**

**RENT
-TO-
OWN**

WHEN YOU NEED ROOM

Cook
PORTABLE WAREHOUSES®

SINCE 1984

FOR YOUR STUFF®

**STEP BY STEP GUIDE
TO YOUR NEW COOK SHED**

WWW.COOKPORTABLEWAREHOUSES.COM



WELCOME TO THE COOK FAMILY!

We're excited you made the decision to purchase a Cook Portable Warehouse for your storage needs. So, what's next? Well, here is everything you need to know before your Cook shed is delivered. Plus, the support we provide all of our customers, starting today!

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STEP 1

After your shed is ordered, one of our dedicated customer support representatives will call you within 1-2 business days to confirm the specifications you selected. We do this to ensure everything is correct and you get exactly what you requested in a storage building.

Our customer support staff members are available from the moment you start the shed buying process and through the life of your Cook building. You can call us anytime at 1-800-772-7883. During our business hours it is staffed by a live person ready to assist you!

If you opted for our Rent to Own program, you have 2 options to pay:

1. Coupon Book (should arrive within a week or so after purchase)
2. Online Payment Option: Call 800-772-7883 Ext. 300 to set up your online bill pay. Then, [bookmark this page](#) so you are able to easily and quickly pay each month.



STEP 2

Once we make sure all the details are correct; we will begin constructing your new shed.

Each and every Cook shed includes features that make us different from our competitors including Smart Roof Design with a Shingled or Metal Roof System, Sidewall Construction with Shallow Groove Siding and Double Stud Construction, High Quality Door Features and a Durable Floor System constructed from ground contact rated, pressure treated lumber.

Our experienced professionals and their skilled craftsmanship ensures you will receive a premium and professional grade structure. All our portable sheds are constructed in a Cook quality-controlled environment so you know each and every one is up to our strict standards.



STEP 3

After the structure is complete, our fleet department will contact you to schedule the delivery date. We work hard to find a time that works with your schedule. Keep in mind the person whose name is on the purchase form must be there to accept delivery of the shed.

An important thing to remember is our trucks need clear access to the delivery location. We need a 14 ft. high and 14 ft. wide access. Have you already taken advantage of our free site checks?

This means if you have concerns that your location might not be right for a Cook shed, we will put your purchase on hold pending a site check. We can have a driver come by and make sure delivery is possible. These checks are available at no cost and will save you time and money in the long run. To schedule one, call 1-800-772-7883 or email support@cookstuff.com.



STEP 4

Now is the time to prepare for delivery!

- Remove any debris or obstacles that may slow down delivery.
- Trim any low hanging tree limbs.
- Check to make sure wires are not going to pose a hazard during delivery.
- Remove any gates or fencing if you do not have the necessary 14 ft. wide entry point. (Though we recommend having at least 2 feet on each side of the shed to protect it from potential damage.)

NOTE: Delivery will not be made until the driver is able to contact the owner and discuss delivery conditions.



STEP 5

What can you expect on delivery day?

Our delivery fleet uses one-ton trucks with custom made drop-back trailers to ensure that your new shed is delivered in perfect condition. We also use turf tires to prevent damage to your lawn.

Worried about who will be in your backyard during delivery? Cook drivers are uniformed and have passed criminal background checks, motor vehicle report reviews, drug screenings, periodic check-rides, and medical certifications.

Once the building is placed in the perfect spot, our driver will level it. Then, they will conduct a complete walkthrough with you to discuss the building features and specifications.

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STEP 6

Our representatives are available any time if you have questions. You can call 1-800-772-7883 for questions concerning warranty or payment.

And, our low price guarantee says that if you find a shed with the same features at a lower price within 6 months from the date of your purchase, we will refund half the purchase price. So, feel confident in your purchase!

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Print this for your own records:

Monthly Payment: _____

Tentative End Date: _____

(You can always pay it off early with no penalty!)

Payment Due: _____

Online Payment Option:

Username: _____

Password: _____

Have Questions or Concerns?

Customer Service:

Phone: 1-800-772-7883

Email: support@cookstuff.com

Shed Account # _____

Notes
