LUXURY RESIDENTIAL FURNITURE PROCUREMENT GUIDE

Define Luxury Residential Furniture Scope & BOQ

A practical guide for building a clear luxury residential furniture scope, area-based quantity plan and procurement BOQ before quotation.

Who This Guide Is For

- Luxury residential developers / owners
- Procurement & FF&E; teams
- Interior design teams
- Project coordinators

What You Will Learn

✓ Define all project areas

✓ Separate loose and fixed furniture

✓ Build a traceable BOQ

✓ Calculate by residential area

✓ Prepare a complete RFQ package

Contents: Scope · Loose vs Fixed · BOQ · residential areas · Example · Pricing · Mistakes · RFQ · PO Review

1. Define the Complete Project Scope

A reliable quotation starts with a clear definition of the residential areas, product categories and responsibilities included in the package.

Project Area	Typical Furniture / FF&E;
Living Room	Sofas, lounge chairs, coffee tables, side tables, consoles, TV units and custom furniture.
Dining Room	Sofas, Lounge Chairs, sideboards, display cabinets and custom joinery.
Bedrooms	Beds, nightstands, benches, lounge chairs, desks, dressers and mattresses.
Fixed Interiors	Wardrobes, vanities, wall panels, built-in cabinets, storage and decorative joinery.
	Sofas, Lounge Chairs, lounge seating, side tables and umbrellas.

Buyer note

Avoid one vague line such as 'luxury residential furniture package'. List the actual categories so pricing, approvals and delivery responsibilities are clear.

2. Loose Furniture vs Fixed Interiors

These scopes are manufactured, measured, installed and priced differently, so they should be separated from the beginning.

Loose Furniture	Fixed Interiors / Built-in Furniture
Sofas, Lounge Chairs, Side Tables, lounge sofas, lounge chairs and side tables.	Coffee Tables, booths, bar counters, back bars, buffet counters, waiter stations and storage joinery.
Lounge sofas and lounge seating.	Bar counters, back bars, screens and display joinery.
Sofas, dining furniture, beds, lounge chairs and side tables.	Wardrobes, vanities, wall panels, built-in cabinets and storage joinery.

Installation Responsibility

✓ Client installation

✓ Local joinery / fit-out contractor

✓ Installation coordinated locally

✓ Supply only / installation not included

3. Build the BOQ Structure

Field	What to Record	Why It Matters
Item Code	Unique code for every furniture item.	Links BOQ, drawings, approvals and packing.
Product Name	Clear product description.	Avoids vague or duplicated names.
Area / Zone		Supports quantity checks and site distribution.
Quantity	Total required number.	Controls quotation, production and shipment.
Dimensions	W x D x H.	Confirms scale and technical development.
Materials / Finish	Wood, veneer, metal, stone, fabric, leather, finish code.	Controls sourcing, cost and visual approval.
Drawing Ref.	Drawing / specification reference.	Connects commercial and technical information.

4. Residential Areas and Quantity Planning

residential area	Seats	Example Items per Room	Quantity Method
Living Room	180	30 tables, 120 Lounge Chairs	Room / area plan x item quantity
Dining Room	120	2 large tables, 20 Lounge Chairs	Space-specific BOQ
Bar	28	18 Side Tables	Bedroom / room-specific BOQ
Lounge	12	Sofas, lounge chairs and side tables	Layout-specific BOQ

Quantity Cross-Checks

- ✓ Compare BOQ totals with furniture layout
- ✓ Check alternate room layouts
- ✓ Separate living, dining and bedroom areas
- ✓ Identify fixed-interior variations
- ✓ Add outdoor and ancillary-area quantities separately
- ✓ Confirm spare-quantity policy

5. BOQ Example - Living Room Package

Code	Product	Area	Qty	Main Specification
GR-BD-01	Sofa	Living Room	180	Upholstered base, approved fabric
GR-NS-01	Lounge Chair	Living Room	360	Upholstered, timber / metal frame
GR-DS-01	Coffee Table	Living Room	180	Stone / timber top, custom base
GR-CH-01	Side Table	Living Room	180	Stone / timber top, custom base
GR-HB-01	Side Table	Living Room	180	Stone top, metal base

6. Specifications That Affect Price

Specification Area	Main Cost / Risk Drivers
Timber & Veneer	Species, grade, veneer cut, grain matching and stain.
Substrate	Plywood, MDF, solid timber and moisture resistance.
Metal	Material, thickness, fabrication and finish.
Stone	Natural / engineered stone, edge detail and thickness.
Upholstery	Fabric / leather, foam construction and performance requirements.
Hardware	Brand, function and concealed mechanisms.
Construction	Curved work, complex joinery, concealed fixing, knock-down structure.

Quotation rule

If a material or finish has not been selected, require the supplier to state the pricing assumption. Otherwise two quotations may appear comparable while using different specifications.

7. Common BOQ Mistakes

- Using design names without unique item codes.
- Leaving dimensions blank because a rendering appears clear.
- Combining several residential areas under one quantity.
- Forgetting fixed furniture shown only on elevations.
- Using outdated drawing revisions.
- Ignoring packing, labeling and installation responsibilities.

8. RFQ Package - What to Send the Manufacturer

- ✓ Project name and location
- ✓ Developer / residence name if applicable
- ✓ Furniture layout and area schedule
- ✓ Furniture BOQ / schedule
- ✓ Plans, elevations and details
- ✓ Material and finish schedule
- ✓ Fabric / leather information
- ✓ Reference images
- ✓ Required performance standards
- ✓ Expected sample date
- ✓ Target delivery date
- ✓ Shipping destination
- ✓ Installation responsibility

9. BOQ Review Before Purchase Order

Review Point	Action
Scope matches latest design issue	Confirm
Room matrix matches BOQ quantities	Confirm
Item codes match drawings	Confirm
Materials / finishes are described	Confirm or list assumptions
Supplier exclusions are visible	Review
Sampling requirements are included	Confirm
Packing and delivery terms are included	Confirm
Installation responsibility is stated	Confirm

Final Buyer Checklist

- ✓ All residential areas have been reviewed
- ✓ Loose furniture and fixed interiors are separated
- ✓ Residential areas and quantities are cross-checked
- ✓ Each item has a unique code
- ✓ Dimensions and drawing references are included
- ✓ Materials and finishes are defined or stated as assumptions
- ✓ Sampling requirements are stated
- ✓ Packing and delivery requirements are stated
- ✓ Installation responsibility is clear
- ✓ Latest BOQ and drawing revisions match

About Craftell Home

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For project review

Prepare drawings, BOQ, quantities, material requirements, finish references, delivery destination and expected schedule.

LUXURY RESIDENTIAL FURNITURE PROCUREMENT GUIDE

Manage Drawings, Materials & Finish Approvals

Manage Drawings, Materials &
Finish Approvals

A practical guide to controlling shop drawings, fixed-furniture coordination, materials, finishes, substitutions and revisions before production.

Contents: Approval Control · Shop Drawings · Fixed Furniture · Materials · Wood Finish · Other Materials · Revision Control · Substitutions · Pre-Production

1. Why Approval Control Matters

Luxury residential furniture moves through design drawings, schedules, shop drawings, material samples, finish boards, prototypes and purchase orders. If these references do not match, the factory can produce the wrong version even when workmanship is good.

Recommended Approval Hierarchy

- Approved BOQ / furniture schedule
- Approved shop drawing
- Approved material and finish references
- Approved prototype where required
- Approved production revision

2. From Design Drawing to Shop Drawing

Design Information	Shop Drawing Must Resolve
Plans / elevations	Exact dimensions and interfaces
Renderings	Proportion, visible materials and design intent
Furniture schedule	Item code, quantity and location
Detail drawings	Construction, joints, edges and fixing
Specification	Materials, performance and hardware

3. Fixed Furniture Coordination

- ✓ Site dimensions verified
- ✓ Wall build-up confirmed
- ✓ Floor finish level confirmed
- ✓ Ceiling / bulkhead relationship checked
- ✓ Power and switches coordinated
- ✓ Plumbing coordinated where required
- ✓ Stone interfaces confirmed
- ✓ Lighting integration confirmed
- ✓ Service access maintained
- ✓ Installation tolerance allowed

Risk area

Wardrobes, vanities, wall panels, built-in cabinets and decorative joinery can all be affected by site conditions.

4. Material Approval Package

Category	Approval Information
Timber / Veneer	Species, cut, grain direction, stain color, sheen and variation range.
Paint / Lacquer	Color reference, sheen, texture and edge treatment.

Category	Approval Information
Metal	Base metal, finish, color and texture.
Stone	Natural / engineered, thickness, edge profile and variation.
Glass	Type, thickness, tint and safety requirement.
Fabric / Leather	Supplier, code, color, texture and performance.
Hardware	Brand / model where specified, function and finish.

5. Wood, Veneer and Finish Approval

- ✓ Species and grade
- ✓ Veneer cut
- ✓ Grain direction
- ✓ Book match / slip match if required
- ✓ Stain color
- ✓ Sheen level
- ✓ Solid timber edge relationship
- ✓ Acceptable natural variation

Problem	Typical Cause	Control
Color drift	Different stain batches	Approved master sample + batch checking
Unexpected grain	Veneer cut not specified	Approve veneer and grain direction
Patchy finish	Sanding / substrate inconsistency	First-off process approval
High variation	Natural material range not agreed	Approve acceptable range

6. Metal, Stone, Glass and Upholstery

Material	Key Approval Points
Metal	Material, gauge, weld quality, plating / powder coat / polish.
Stone	Type, slab appearance, thickness, edge and reinforcement.
Glass	Tempered / laminated if required, thickness, tint and edge.
Fabric	Code, width, repeat, direction and performance.
Leather	Type, grade, color and panel matching.
Foam	Density / firmness, layered construction and comfort target.

7. Approval Register and Revision Control

Record	Example
Item Code	GR-NS-01
Document	Shop Drawing SD-NS-01
Revision	Rev C
Status	Approved with comments
Finish Ref.	WF-03 Walnut
Sample Ref.	SMP-NS-01
Remarks	Handle moved 20 mm; revise production drawing

When a change occurs

- Identify affected item codes
- Issue revised drawing / schedule

- Record cost impact if any
- Record lead-time impact if any
- Withdraw superseded revision
- Confirm change in sample / production reference

8. Managing Substitutions

Review	Questions
Appearance	Does color, grain, texture and sheen remain acceptable?
Performance	Does durability / fire / corrosion / cleanability remain compliant?
Dimensions	Does thickness or construction need to change?
Cost	Is there a credit or increase?
Lead Time	Does the alternative improve or delay delivery?
Approval	Who must approve the change?

Do not do this

Never switch materials based only on a verbal instruction or chat message without updating the controlled project record.

9. Pre-Production Approval Meeting

- ✓ Latest BOQ confirmed
- ✓ Latest shop drawings confirmed
- ✓ Finish schedule confirmed
- ✓ Fabric / leather quantities confirmed
- ✓ Hardware approved
- ✓ Stone / glass details confirmed
- ✓ Prototype comments closed
- ✓ Packaging requirements confirmed
- ✓ Testing requirements confirmed

Final Buyer Checklist

- ✓ Every item has an approved drawing reference
- ✓ Fixed furniture is coordinated with site conditions
- ✓ Visible materials have approved physical references
- ✓ Hidden construction and performance requirements are recorded
- ✓ Substitutions are formally approved
- ✓ Revision numbers and dates are traceable
- ✓ Superseded drawings are removed from production use
- ✓ Prototype comments are reflected in final documents
- ✓ BOQ, finish schedule and drawings describe the same product

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For project review

Prepare drawings, BOQ, quantities, material requirements, finish references, delivery destination and expected schedule.

LUXURY RESIDENTIAL FURNITURE PROCUREMENT GUIDE

Control Sampling & Mass Production

A practical guide to prototype approval, production readiness, capacity planning, first-off inspection and batch consistency.

Contents: Sampling · Request Package · Prototype · Changes · Readiness · Planning · Capacity · Batch Control · Progress

1. What Sampling Is For

Sampling is the point where drawings, materials, construction and comfort are tested together before the same decisions are repeated across a large quantity.

Sample Type	Purpose
Material Sample	Approve color, texture, grain, sheen and material identity.
Finish Panel	Approve wood stain, paint, metal or special finish.
Component Mock-up	Check a technical edge, joint, upholstery or hardware detail.
Prototype	Check a complete furniture item.
Room / Joinery Mock-up	Review furniture proportions, finishes, joinery interfaces and installation details together.

2. Sample Request Package

- ✓ Item code and product name
- ✓ Latest shop drawing
- ✓ Material / finish references
- ✓ Fabric / leather information
- ✓ Hardware specification
- ✓ Required performance criteria
- ✓ Target sample date
- ✓ Approval participants
- ✓ Expected production quantity

3. Prototype Inspection Checklist

Area	What to Check
Dimensions	Overall size, height, depth, clearances and proportions.
Construction	Stability, frame, joints, reinforcement and assembly.
Comfort	Seat height, seat depth, back angle and foam response.
Materials	Correct timber, veneer, metal, stone, glass and upholstery.
Finish	Color, sheen, grain direction, texture and consistency.
Hardware	Function, alignment, access and appearance.
Workmanship	Edges, seams, stitching, gaps and cleanliness.

4. Record Sample Changes Correctly

Change	Required Record
Dimension changed	Revise drawing
Material changed	Update material / finish schedule
Hardware changed	Update hardware specification and drawing
Upholstery changed	Update fabric direction / sewing detail

Change	Required Record
Comfort adjusted	Update foam construction
Finish adjusted	Issue new approved master sample

5. Production Readiness Review

- ✓ Final quantities confirmed
- ✓ All drawings approved
- ✓ Critical materials approved
- ✓ Fabric / leather availability confirmed
- ✓ Hardware availability confirmed
- ✓ Sample comments closed
- ✓ Long-lead materials released
- ✓ Testing requirements confirmed
- ✓ Packing method agreed
- ✓ Delivery milestones agreed

6. Production Planning for Multiple Categories

Workstream	Typical Coordination
Woodwork	Panels, veneer, machining, assembly, sanding and finishing.
Upholstery	Frames, foam, fabric / leather cutting, sewing and upholstery.
Metal	Fabrication, welding, polishing / plating / powder coating.
Stone	Slab selection, cutting, edge finishing and reinforcement.
Hardware	Ordering, receiving, fitting and testing.
Final Assembly	Combine components; check function and appearance.

7. Capacity and Lead Time

- ✓ Planned production start date
- ✓ Longest material lead times
- ✓ Processes completed in-house
- ✓ Processes outsourced
- ✓ Parallel item-code capacity
- ✓ Current production load
- ✓ Time reserved for QC and rework
- ✓ Packing and loading start date

Important distinction

A factory that can make one good sample is not automatically ready to produce a large luxury residential package. Sample capability and mass-production capability are different.

8. First-Off and Batch Control

Control Point	Purpose
First-off dimension check	Confirm machinery, jigs and construction.
First-off finish check	Confirm production finish matches approved sample.
First upholstery check	Confirm sewing, foam and fabric direction.
Batch inspection	Confirm consistency across quantity.
Pre-packing inspection	Catch defects before protection and boxing.

9. Progress Reporting

Progress Field	Example
Item Code	GR-NS-01
Quantity	360
Material Status	Complete
Production Status	Assembly 80%
Finish Status	40%
QC Status	First-off approved
Packing Status	Not started
Planned Completion	YYYY-MM-DD
Risk / Action	Metal handle delivery +3 days

Useful progress reports identify risks and actions, not only percentages. One delayed critical material can affect the whole delivery even when most production appears complete.

Final Buyer Checklist

- ✓ Sampling level matches project risk
- ✓ Every sample uses current drawings and finish references
- ✓ Prototype comments are documented
- ✓ Approved changes are reflected in drawings
- ✓ Production release criteria are complete
- ✓ Long-lead materials are tracked
- ✓ Mass-production capacity has been reviewed
- ✓ First-off inspection is planned
- ✓ Batch consistency is monitored
- ✓ Progress reports identify risks and actions

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Understand Luxury Residential Furniture Quality Control

A practical QC guide covering luxury residential furniture materials, construction, finish, upholstery, function, final inspection and packing.

Contents: QC Plan · Materials · Woodwork · Finish · Upholstery · Hardware · Final Inspection · NCR · Packing

1. QC Should Start Before Final Inspection

Final inspection alone cannot correct a repeated defect that has already been built into hundreds of units. Luxury residential furniture QC should cover materials, components, assembly, finish, upholstery, final product and packing.

QC Stage	Main Objective
Incoming Materials	Confirm correct materials before use.
In-Process	Catch construction / machining issues early.
Finish / Upholstery	Control visible quality and consistency.
Final Assembly	Confirm function, dimensions and appearance.
Pre-Packing	Confirm product is acceptable before protection.
Packing	Confirm protection, labels and shipping marks.

2. Incoming Material Inspection

- ✓ Timber and veneer identification
- ✓ Panel type and thickness
- ✓ Fabric / leather code and color
- ✓ Metal material and finish reference
- ✓ Stone / glass reference
- ✓ Hardware model and finish
- ✓ Visible damage or contamination

3. Woodwork and Construction QC

Check	Typical Issue
Dimensions	Overall size or opening out of tolerance.
Squareness	Cabinet / table frame not square.
Joint Quality	Loose joint, open seam or weak connection.
Edge Treatment	Chipping, exposed substrate or inconsistent radius.
Veneer Direction	Wrong grain direction or mismatch.
Hardware Prep.	Incorrect drilling or position.
Stability	Rocking, flexing or insufficient reinforcement.

For fixed residential interiors

- ✓ Built-in / joinery dimensions match site information
- ✓ Scribe / filler strategy is workable
- ✓ Service access is maintained
- ✓ Fixing method is clear
- ✓ Interfaces with stone / wall / floor are coordinated

4. Finish Quality Control

Finish Check	What to Look For
Color	Matches approved master sample.
Sheen	Consistent gloss / matte level.
Surface	No dust nibs, runs, pinholes, scratches or sanding marks.
Edges	Even coverage and no exposed substrate.
Veneer	Consistent grain direction and accepted natural variation.
Metal	Consistent brushing, plating, polish or powder coat.

5. Upholstery QC

- ✓ Frame is stable
- ✓ Foam build-up matches approved sample
- ✓ Seat / back comfort is consistent
- ✓ Fabric / leather direction is correct
- ✓ Pattern repeat is aligned where applicable
- ✓ Stitching is straight
- ✓ Corners and piping are consistent
- ✓ Wrinkles / puckering are controlled
- ✓ Visible fixings are not exposed
- ✓ Furniture is clean before packing

6. Hardware and Functional Checks

Component	Functional Check
Drawer Slides	Smooth movement, full closure and alignment.
Hinges	Door alignment, opening angle, soft-close if specified.
Handles / Pulls	Position, finish and tightness.
Locks	Function and keying where applicable.
Adjustable Feet	Range, stability and protection.
Electrical / USB	Correct unit, position and function where included.
Moving Mechanisms	Safe and smooth operation.

7. Final Product Inspection

- ✓ Correct item code
- ✓ Correct quantity
- ✓ Overall dimensions
- ✓ Stability
- ✓ Visible finish
- ✓ Upholstery appearance
- ✓ Hardware function
- ✓ Doors and drawers
- ✓ Cleanliness
- ✓ Accessories / loose parts
- ✓ Labels and identification

8. Non-Conformance and Corrective Action

Step	Action
1. Identify	Describe defect and affected item / quantity.
2. Segregate	Prevent non-conforming items from packing / shipment.
3. Decide	Repair, remake, replace component or obtain approval.

Step	Action
4. Correct	Complete agreed action.
5. Re-Inspect	Verify corrected product.
6. Close	Record result and release status.

9. Packing Inspection

- ✓ Product is clean before wrapping
- ✓ Corners and edges are protected
- ✓ Stone and glass have suitable protection
- ✓ Polished metal is protected from abrasion
- ✓ Upholstery is protected from dirt and compression
- ✓ Hardware / loose accessories are secured
- ✓ Item code and Area / Zone label are readable
- ✓ Shipping mark matches packing list

Final Buyer Checklist

- ✓ Incoming materials match approved references
- ✓ In-process inspections are defined
- ✓ Dimensions and construction are checked before finishing
- ✓ Finish consistency is compared to master samples
- ✓ Upholstery and comfort are checked
- ✓ Hardware and moving parts are tested
- ✓ Final product is inspected against approved documents
- ✓ Non-conforming items are corrected and re-inspected
- ✓ Packing and labels are checked before shipment

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Plan Packing, Export & Project Delivery

A practical guide to packing, labeling, container planning, export documentation, site receiving, installation and claims.

Contents: Planning · Packing · Labels · Packing List · Containers · Documents · Receiving · Installation · Claims

1. Delivery Planning Starts Before Packing

International luxury residential furniture delivery requires more than booking a container. Packing method, labeling, shipment sequence, documents, site receiving and installation responsibility should be discussed before production is complete.

Delivery Planning Inputs

- ✓ Destination country and port
- ✓ Incoterms / commercial terms
- ✓ Required delivery window
- ✓ Site readiness
- ✓ Shipment sequence
- ✓ Room / area labeling requirement
- ✓ Container limitations
- ✓ Special handling requirements
- ✓ Installation responsibility

2. Packing Method by Product Risk

Product / Finish	Protection Focus
Finished timber / veneer	Surface wrap, corner and edge protection.
Painted / lacquered furniture	Abrasion protection and separation.
Polished metal	Scratch protection and isolation.
Stone	Rigid / reinforced packing and edge protection.
Glass / mirrors	Rigid protection, separation and fragile marking.
Upholstery	Dust / moisture protection; avoid excessive compression.

3. Labels and Project Identification

- ✓ Project name
- ✓ Item code
- ✓ Product name
- ✓ / Zone
- ✓ Package number
- ✓ Quantity in package
- ✓ Gross / net weight where required
- ✓ Handling mark
- ✓ Shipping mark

Field	Example
Project	Hotel Project A
Item Code	GR-NS-01
Product	Lounge Chair
residential area	Main
Area	Living Room

Field	Example
Package	PKG-0187

4. Packing List Structure

Column	Purpose
Package No.	Unique package identification.
Item Code	Links package to BOQ / drawing.
Description	Product name.
Quantity	Units inside package.
Area / Zone	Supports site distribution.
Dimensions	Supports volume planning.
Net / Gross Weight	Supports logistics handling.
CBM	Supports container planning.

5. Container Planning

- ✓ Estimate total CBM
- ✓ Review oversized pieces
- ✓ Identify fragile / heavy items
- ✓ Plan loading sequence
- ✓ Keep high-risk finishes separated
- ✓ Avoid crushing upholstered items
- ✓ Consider unloading sequence
- ✓ Record container number and seal
- ✓ Photograph loading condition

Project sequencing

If the site is receiving by floor, room, residence or installation phase, shipment grouping can support that sequence instead of loading only for maximum container utilization.

6. Export Documents

Document	Purpose
Commercial Invoice	Commercial shipment value and terms.
Packing List	Package and quantity details.
Bill of Lading / Transport Document	Carrier shipment record.
Certificates / Declarations	Destination or project requirements where applicable.
Material / Test Records	Project or customs documentation where required.
Insurance Document	Transit risk coverage where applicable.

7. Site Receiving Plan

- ✓ Site contact confirmed
- ✓ Delivery access route checked
- ✓ Loading bay / unloading area ready
- ✓ Temporary storage available
- ✓ Protected route to Seats / areas
- ✓ Receiving team has packing list
- ✓ Damage reporting process defined

- ✓ Installation sequence understood

8. Installation Responsibility

Option	Typical Scope
Client	Client arranges installation directly.
Local Contractor	Local joinery / fit-out contractor receives and installs.
Coordinated by Craftell Home	Local installation resources coordinated for the project.
Not Included	Manufacturing, packing and export delivery only.

Clarify before quotation

- ✓ Who unloads containers?
- ✓ Who moves packages to rooms / areas?
- ✓ Who assembles loose furniture?
- ✓ Who installs fixed furniture?
- ✓ Who protects completed work?
- ✓ Who reports damage / shortages?

9. Damage, Shortage and Claims

- Record package number and item code.
- Photograph packaging before opening if damage is visible.
- Photograph product condition.
- Check packing-list quantity.
- Separate transit damage from manufacturing defect.
- Notify responsible party within required claim period.
- Agree repair / replacement action.
- Track closure.

Good practice

Do not discard damaged packaging until responsibility is clear. Packaging condition can help determine whether damage occurred during manufacturing, packing, transport or site handling.

Final Buyer Checklist

- ✓ Packing method matches product risk
- ✓ Labels use the same item codes as BOQ and drawings
- ✓ Packing list matches package labels
- ✓ Container plan considers fragile and oversized items
- ✓ Export-document requirements are confirmed
- ✓ Loading records and photos are maintained
- ✓ Site receiving plan is agreed
- ✓ Storage conditions are suitable
- ✓ Installation responsibility is defined
- ✓ Damage / shortage reporting process is clear

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