

# JOB SITE DELIVERY



May 2017

Job site delivery for our customers is a value-added service. Please communicate clearly to our customers.

<b>B2B DIRECT and B2B CONSUMER</b>		
<b>Account Type</b>	<b>Pricing</b>	<b>Exception</b>
Volume Home Builder Custom Home Builder Commercial Manufactured Housing	Delivery to Job site – Included	Out of town delivery ▪ Obtain quote from Shipping
Contractor Consumer – Supply New Home Consumer - Supply	House package - \$150. Five (5) pieces or less - \$75.	Out of town delivery ▪ Obtain quote from Shipping
<b>B2B DEALER</b>		
<b>Account Type</b>	<b>Pricing</b>	<b>Exception</b>
Authorized Dealer Design Gallery Reno / Glass shop Replacement Expert	Delivery to their facility – Included	Job site drop in town – N/C Job site within 20km from dealer location ▪ \$100. Job site more than 20km from dealer location ▪ Obtain quote from Shipping

## CONDITIONS

- Customer responsible for ensuring job site is accessible for Durabuilt tractor and trailer.
- Additional costs for undetermined job site issues will be charged to the customer.

<b>SHIPPING NOTIFICATIONS</b>	
<b>72 Hour</b>	
<p>Email sent to Customer contact and Account Manager to confirm order is being complete and ready to load with following information;</p> <p><b>If you are unable to accept shipment as scheduled, please reply to this email, or call 780-577-2018, within 24 hours to hold the order for up to five (5) working days at no extra charge. An additional charge will occur if you contact us after 24 hours to hold your shipment.</b></p> <p><b>If this is a Pre-Paid order, your balance due will be processed prior to loading your order. If balance due payment is not secured, your order will not be loaded for shipment. An additional charge for storage will occur for product held for more the (5) five working days.</b></p> <p>If email is received after 24 hours customer will be charged \$150. and additional storage charges if held for more than five (5) working days.</p> <ul style="list-style-type: none"> <li>▪ Business Unit leader can waive any additional charge – incidents will be tracked and measured.</li> </ul>	
<b>Day of Delivery</b>	<p>Email sent to Customer contact and Account Manager to confirm order is being shipped today with the following information;</p> <p><b>If your order is not accepted an additional charge of \$300. will occur for re-handling and storage of your order for up to (5) working days. Any product held in our warehouse for more than five (5) working days is subject to a storage charge.</b></p> <ul style="list-style-type: none"> <li>▪ Business Unit leader can waive any additional charge – incidents will be tracked and measured.</li> </ul>