

JOB SITE DELIVERY



February 2019

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

B2B DIRECT and B2B CONSUMER		
Account Type	Pricing	Exception
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
B2B DEALER		
Account Type	Pricing	Exception
Authorized Dealer Design Gallery Reno / Glass shop Replacement Expert	Delivery to their warehouse – 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.

SHIPPING NOTIFICATIONS

<p>Your Order is in Production 📧 72 Hours notice – email sent to Customer Contact and Account Manager from Shipping Notification; Your Order is in Production: Customer name – 123456</p> <p>Email provides receipt of order Date, Order Number, Reference, Delivery Address and Items to be produced.</p> <p>If you are unable to accept shipment as scheduled, please reply to this email, or call 780-577-2018, within 24 hours to discuss an alternative shipping method.</p> <p>If this is a Pre-Paid order, your balance due will now be processed. If balance due payment is not secured, your order will not be loaded for shipment. Additional storage charges may also be assessed for orders held past the original agreed to shipment date.</p> <ul style="list-style-type: none"> ▪ Edmonton local orders will be loaded on a rack and shipped to site or the customer can provide an alternative location. ▪ Saskatoon, Calgary and Lethbridge customers can provide an alternative location or product will shipped and stored at the branch. Job site shipping charge and storage fees after five (5) days to be charged. ▪ Winnipeg email informs the customer the order will arrive “the week of” date. ▪ Business Unit leader can waive any additional charge. Submit as a No Charge – Sales Goodwill.
<p>Your Order is Shipped 📧 Day of shipment – email sent to Customer Contact and Account Manager from Shipping Notification; Your Order is in Production: Customer name – 123456</p> <p>Email provides receipt of order Date, Order Number, Reference, Delivery Address and Items to be produced.</p> <p>If your order is not accepted an additional charge of \$300. will occur for re-handling and re-shipment of your order by an alternative shipping method.</p> <ul style="list-style-type: none"> ▪ Edmonton local orders will be returned, loaded on a rack, and shipped to site or the customer can provide an alternative location. ▪ Saskatoon, Calgary and Lethbridge shipments will shipped and stored at the branch. Job site shipping charge and storage fees after five (5) days to be charged. ▪ Business Unit leader can waive any additional charge. Submit as a No Charge – Sales Goodwill.