



243 Lincoln Avenue Waddington, New York 13694

(315) 388-4442

**NOTE: All decisions for the safe delivery of your Structural Wood Products will be at the discretion of our delivery driver.**

Customer service is part of the core values practiced at Structural Wood Corporation and the delivery of your Structural Wood Product is especially important to our core value. We require essential pieces of information to accomplish this:

1. At the time of delivery, the contractor or Jobsite contact must sign the attached Structural Wood Delivery Liability Release Form.
2. Accurate and complete directions to the jobsite and any special instructions for our Drivers at the time of the delivery. This information must be provided to Structural Wood Corporation **before** the production of your order delivery date can be scheduled.
3. Prior to the scheduled delivery date, notification will be made to the individual on file with Structural Wood Corporation.
4. If changes to the scheduled delivery date occur within 48 hours of the scheduled delivery date, the Structural Wood Corporation will not be responsible for all costs incurred due to the said changes.
5. If the changes to the scheduled delivery date occur, additional charges for the safe storage and protection from the elements will occur. An additional \$100 dollars a day storage and a cost of \$1500 dollars for the additional shrink wrap of the truss products.

**Delivery Policy** - Structural Wood Corporation Drivers are skilled and experienced in the operation and handling of your Structural Wood Corporation products. **To better serve you and your jobsite:**

1. **Please ensure your job site is properly prepared:**
  - a. The area for the Structural Wood Product is large enough and as level as possible.
  - b. Please keep in mind your location is a construction site and our delivery vehicles vary in size and weight (i.e. 80' in length, 14' in width and weighing approximately 80,000 lbs.).
  - c. Clear of any all obstructions to include all above and below ground utilities and snow.
2. **Failure to provide a properly prepared delivery site could jeopardize safe delivery.**
  - a. Additional costs incurred by the contractor or jobsite for towing and recovery of Structural Wood Corporation Delivery vehicles due to poor site preparation will be the responsibility of the contractor or jobsite.
  - b. Additional damage and delays to Structural Wood Corporation Vehicles and Products due to poor site preparation will be the responsibility of the contractor or the jobsite.
3. **Duration of Structural Wood Corporation Delivery vehicle on the jobsite.**
  - a. Our delivery vehicle has the capability to self-unload and time is limited to 1 hour on your jobsite.
  - b. After the first hour on the jobsite billing will be incurred at \$5 dollars a minute for each minute Structural Wood Equipment is on scene.
  - c. In accordance with OSH regulation 1926, Structural Wood Corporation Crane Trucks are to be used to move Structural Wood Products from our truck to your jobsite. Any deviation from this activity is considered General Industry covered by applicable requirements of 29 CFR Part 1910 and will not be conducted in any way by our Drivers.
4. **Invoicing**
  - a. Schedule Delivery - If the customer, jobsite contact, or contractor advises Structural Wood Corporation within 72 hours of your scheduled delivery date the site is not able to accept delivery. The total amount due for your order will be invoiced immediately.
  - b. Jobsite Refusal - Truss packages which are refused by the contractor or jobsite will be returned to the Structural Wood Production Facility for storage. Additional storage and delivery fees will be applied. If a delivery is refused it will be invoiced immediately.

**5. Unforeseen Circumstances:**

Structural Wood Corporation will make every effort possible to deliver your Structural Wood Corporation Products. Unfortunately, there are extenuating circumstances beyond our control and maintaining your scheduled delivery date is impossible.

- a. Inclement Weather – Due to permit rules and regulations, Structural Wood Corporation Delivery Vehicles are limited during storm events for travel and delivery.
- b. Posted Roads – Many local government agencies prevent damage to roadway by restricting weight limits of delivery vehicles. Without a variance to these local regulations, it is not possible to deliver your Structural Wood Corporation Products.



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## DELIVERY LIABILITY RELEASE

NOTE: All decisions for the safe delivery of your Structural Wood Products will be at the discretion of our delivery driver.

### **Damage Waiver: Please read before signing.**

I understand the trucks and equipment for the delivery of my Structural Wood Products are large and extremely heavy. I do hereby release Structural Wood Corporation of any and all damage that may be sustained to the listed property to include, but not limited to concrete curbs, sidewalks, other concrete work, fences, landscaping, sprinkler systems, grass, trees, bushes, or any other item while we are delivering Structural Wood Products to the listed property. By signing below, I accept the terms of this damage waiver form.

- Did the customer receive the Truss Layout plan?
- Did the customer receive the Job Packet?

Contractor/Customer Signature:

\_\_\_\_\_

Print Name:

\_\_\_\_\_

Job Number \_\_\_\_\_ Date \_\_\_\_\_

On Site Time: Arrival \_\_\_\_\_

Departure \_\_\_\_\_