



JOBSITE DELIVERY POLICY

JOBSITE CONDITIONS

ROAD CONDITIONS: USA CABINETS trucks will not go "off road." Trucks must stay on a paved roadway or driveway. Standard trucking services are to leave cabinets on the curbside, make sure to schedule on a sunny day. If the driver is instructed by the home owner and or contractor to pull onto a sidewalk, unfinished driveway or in a front/back yard, USA Cabinets assumes **NO** responsibility to any surface damages or damages to surrounding areas on or off the property.

DELIVERY PROCEDURES

DELIVERY SCHEDULE: At least one (1) day prior to scheduled delivery, USA CABINETS will call to verify that the customer/contractor will be available to accept the shipment.

- On the day of the delivery, at the customer's request, the driver may call the customer 1-2 hours before arrival.
- There may be times that the driver will be early on the day of delivery; in this situation the driver will notify the customer in advance.
- Please note: Delivery address cannot be changed.

DELIVERY LABOR: **ALL** jobsite deliveries are one-man tailgate delivery. **The customer or jobsite supervisor is required to assist in the delivery.**

- Deliveries will not be made in specific rooms of a house.
- Occasionally, the driver may unload to an area outside the home, such as the driveway, garage, carport or ground level porch of a home.
- Most deliveries will be to the curbside by default, and additional requests may or may not be honored by the driver. Delivery locations of a jobsite must be made safe for unloading.
- If a location is unsafe for delivery, the driver will call the Warehouse Manager and a risk assessment will be made at that time.

REFUSED/ ACCEPTED DELIVERIES: All jobsite deliveries require that the customer or jobsite supervisor inventory and sign for all material as proof of delivery. Refusal to sign paperwork will result in the driver loading the material back on the truck and the delivery marked as "refused delivery". In this case, the customer will not receive a refund for delivery attempt. Any deliveries that are attempted in addition to the scheduled day will be charged again for redelivery attempt. Any re-scheduled attempts will result in the full fee being re-collected prior to delivery.

DELIVERY TIPS

PREPERATION PRIOR TO DELIVERY:

Prior to receiving the cabinets, print out the attached packing slip and check off everything one-by-one when delivery is made. This will give you insight on the size of the job and the quantity of items being expected.

The codes written on the box will match exactly what is written on the packing slip. If you have a hard time understanding any of the codes, the description tab on the packing slip will describe what item you are receiving to make things easier for you check off your list.

PREPERATION PRIOR TO DRIVER UNLOAD:

- Before the cabinets are taken out of the truck, we first recommend clients to take few photos of the cabinets while they are in the truck to confirm missing items or clear damages that happened during freight transportation.
- Taking Photos from different angles will allow you to make claims with ease. After the driver has taken the cabinets out of the truck, proceed to closely examine all cabinets to determine if anything is damaged or missing.
- **Take your time to double check everything since we are only given one opportunity to make missing claims.**
- During close examination, we recommended clients to take more photos from different angles to confirm missing / damaged items.
- **If items are damaged or missing, you must inform the driver and take note of damaged / missing items and mark down on the original delivery ticket provided by freight company. If there are missing or damaged items, continue to accept the delivery and make sure to keep the carbon copy of all the claims you made with the driver on his original slip.**

NOTE: Please Make Sure To Count All Trim Pieces, Accessories, Trays, Panels, Fake Doors, And All Minor Items Such As Touch-Up Kits To Confirm That All Items Have Been Delivered. It is possible that small items such as doors, panels, fillers, and other moldings might be delivered all together in a unidentified unique box. Please proceed to open all taped boxes and continue to check the packing slip.

SIGNATURES & LEGALITIES

PRODUCT DELIVERY:

The delivery must be received by an authorized person 18 years or older. All job site deliveries require

- An authorized signature for proof of delivery. Please check items color, size, and quantity received before signing the delivery. If you sign it, you got it. No Exceptions Will Be Made
- Once a ticket is signed, all items in the ticket are considered delivered-in-full, unless otherwise noted on the ticket.
- Keep your ticket if something is missing or damaged upon delivery.
- **Make Sure To Note Everything On Both Delivery Tickets (Merchant & Consumer Copy)**

PRODUCT PICKUPS:

You are responsible for checking off all items listed on your ticket.

- If any item is missing, they must be notated on the ticket before signing.

- **When you sign all items unless otherwise noted, everything will be considered received-in-full and USA Cabinets will not be held liable for anything missing**
- Any Items not picked up after 90 days are considered abandoned and are not subject to a refund.

#3 – CABINETRY CLAIMS | Read Very Carefully

- If External Damages Are Visible Upon Delivery, Clients Must Immediately Notify The Driver.
- If Assembled Cabinets Appear Damaged After Bubble Wrap Is Revealed, All Claims Must Be Made Prior To ANY INSTALLATION Attempts. Any Install Attempts or Additional Damages Made To The Cabinet Will Result In The Claim To Be AUTOMATICALLY DENIED, no exceptions.
- Prior to cabinetry assembly, please be sure to check all cabinet parts for cracks, damages, bumps, warps, and other potential cabinetry damages.
 - It is recommended take all cabinet Parts out of the box onto a smooth soft surface prior to assembly to inspect everything before put in the cabinets together.
 - **FOR UNASSEMBLED CABINETS: ALL MISSING / DAMAGED ITEMS MUST BE REPORTED PRIOR TO CABINET ASSEMBLY.**
 - Clients must take photos of all damaged claims before continuing with assembly to guarantee factory replacement.
 - It is best to take a photo of the damaged item from different angles, with different zooms identifying the cabinet damage. Taking a photo of the cabinet part with the original box will make claims quickly and headache free.
 - **A single screw or any assembly attempt will void damage claim**