

DekTek Tile

The New Generation of Decking

3253 Laketown Rd. Sturgeon Lake, MN 55783

Phone: 218-380-9330 Website: dektektile.com Email: sales@dektektile.com

RESIDENTIAL DELIVERIES & LIFT GATE SERVICE POLICY:

Our goal as a company is for our customers to have a great experience from purchase to delivery, and then for decades thereafter, enjoying their beautiful tile decks and spaces. As a convenience, DekTek Tile offers residential delivery with liftgate service as a delivery option.

Please be sure to review the following to ensure a smooth delivery:

Can DekTek Deliver To My Residence?

1. **Can a 53ft semi drive down your driveway and turn around?** If not, they will drop off the pallets at the end of the driveway. (It is at the discretion of the driver if they are able to back up the driveway. Please note, if it's a long curved or narrow driveway the driver will more than likely not be able to back up and complete the delivery. Therefore, it will be your responsibility to determine how you will get the tiles/pallets from the end of the driveway to your desired destination.)
2. **Does your driveway have a special delivery situation?** For example, is your driveway sloped or on a hill/mountain? Can a big semi drive down the road leading up to your home? If your driveway is sloped or the semi cannot drive down your driveway, a special delivery charge may be accessed.
3. **Road restrictions?** It is the customers responsibility to verify if there any current road restrictions in your local area.

Our Residential Delivery + Lift Gate Service Does NOT Include The Following:

- ✓ Delivery does not include a flatbed truck.
- ✓ Delivery does not include a forklift.
- ✓ The pallets will not necessarily be moved exactly where you want them.

When ordering the residential delivery + lift gate service, you are paying for the tiles to be delivered to your residence vs. a commercial business location.

When booking the lift gate service, it is ONLY the requirement of the driver to simply take the pallets off the truck. If you have a friendly driver, they may use the pallet jack to move the pallets to your desired location. This will depend on if it's a paved driveway or gravel, amongst other variables such as if it is on a slope, and your driver. They are not required to set the pallets in your garage or the exact location you are hoping for, again the lift gate service does NOT mean they will take the pallets off the

truck and put them in your project area. We want to reiterate the importance that the driver is only responsible for taking the pallets off the truck. Thank you!

Special Accessorials:

If you require notification prior to your delivery or have any other special delivery instructions, a special accessorial charge may be assessed. For example, if your shipment is going to be delivered to a unique location such as an HOA, Condo, College, or Airport, the freight carriers may add a special accessorial charge to the shipping cost. It is important to tell your DekTek Tile representative exactly where you want the order delivered, to make sure there are no hidden shipping fees.

If delivering to an HOA or other unique location, be sure there are not any additional delivery restrictions. For example, can a full-size semi deliver to your HOA?

Price In Effect At The Time of Shipment:

Due to the volatility in the shipping industry, all DekTek Tile orders are “Price in Effect at The Time of Shipment”. When orders are placed, the sales rep will work with our logistics team to get the current freight numbers for your shipment which will then be added to your invoice. We realize there are many orders placed where the shipment isn’t actually going to be shipping out until months later. In this case, when we get closer to the ship date, our logistics team will re-run the freight numbers and if there’s been an increase in price with the current freight rates, your sales rep will notify you and update the invoice.

Please keep in mind that DekTek Tile offers the residential delivery and liftgate service as a convenience. We offer FREE SHIPPING on minimum orders based on your shipping zone. Our free shipping only covers business to business deliveries. Residential deliveries, liftgate service, and the shipping surcharge is not included in the free shipping. Due to the substantial increased cost in freight, all shipments are currently assessed with a shipping surcharge. **If shipping charges are more than you were hoping to spend, be sure to keep in mind that you have the option to ship the tiles to a local business (commercial location) to avoid the residential delivery + liftgate service.**

*Please note: any additional charges above what was originally booked and agreed upon will be the responsibility of the customer. For example, when your order is being delivered, if you make a special request to the driver that is not included in the shipment details, the freight carriers may impose additional charges that we would pass along to you.

Our goal is to help make your ordering process and delivery as seamless as possible. If you have any questions or concerns about your delivery, be sure to let your DekTek Tile sales representative know. You are welcome to call 218-380-9330 or email sales@dektektile.com. Our team is here to help every step of the way!

Sincerely,

The DekTek Tile Team
218-380-9330