# Delivery, Unloading and Change of Address Policy

## Unloading Crates

Per Leisurecraft's shipping terms, the customer is responsible for getting the crate off the delivery truck.

If the crate is 84" or shorter, it may fit on a liftgate, and the customer and the truck driver can lower the crate to the ground.

If the crate is longer than 84" a liftgate will not be available to assist in lowering the crate to the ground. Therefore, the customer will need to do one of the following options:

1) Arrange for a piece of equipment to be available to unload the crate
2) Use a trailer and pick up the crate at the delivery terminal
3) Rent a tilt tow truck and pick up the crate at the delivery terminal

> If the customer cannot do any of the above and they want Leisurecraft to arrange for a tilt tow truck, we will provide this service for a cost. The cost will be $1450 and we will add this charge to your dealer account. (Item# TILTTOW)

## Change of Ship to Address

> If the customer changes the ship to address prior to their order leaving the factory, we will change the address free of charge. However, if the customer changes the ship to address after their order leaves the factory there will be a $350 charge for this service and we will add this charge to the dealer account. (Item# ADDCHANGE)

## Storage Charges

> After a sauna has shipped and arrived at the local delivery terminal, if the customer does not respond quickly to calls to arrange a delivery appointment, needs to determine how to unload the crate, needs to provide an alternate phone number or any other reason which creates a delay to the delivery of the sauna and the trucking company starts to charge storage fees, these storage fees will be added to the dealer account for a minimum of $35.00/Day (Item# STORAGE)

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