

# Delivery Service Contract\_v7 (04.22.2021)



Customer's Name: \_\_\_\_\_ Order #: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Cabinet Qty: \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip: \_\_\_\_\_

<b>Scheduled Delivery Date</b>
For Internal Use only (by Demetra staff)

Date: \_\_\_\_\_

## Services and Rates

	6 or less cabinets	Cost for additional cabinets	Total number of cabinets	
Curbside	\$250	\$9		
In-Garage	\$295	\$14		
Stairs (4-13 step= 1 Flight)	\$129	number of flights >>		
mileage charge over 20	\$10	Number of miles* >>		
Custom time window	\$100			Subtotal >>
				Tax >>
				Total >>

\*distance from showroom order was placed

- Demetra generally offers DELIVERY service on **Monday and Tuesday**.
- Order must be paid in full and delivery contract must be completed by **48 hours** prior to week of Delivery. Late booking fee of \$75 will be charged for orders that don't meet the stated deadlines.
- Customer will receive an email notification the day before scheduled delivery.
- A 4-Hour time window will be given for scheduled delivery (time window will be selected base on route for that day). Customers have the option to pay a custom time window fee of \$100 a self-selected 2-hour time window.

### Delivery Waiver and Terms:

- This company and our delivery personnel are not responsible for damage to walls, trim, flooring, structure or property.
- This company and our delivery personnel are not responsible for soil and stains resulting from foot traffic.
- Customer or authorized representative (**18+ yrs. old**) is required present to sign-off of all items Delivery. **Refusal to sign off will result in cancellation of delivery and forfeiture of entire contracted delivery fee.**
- Receiver must be on-site when delivery arrives. The delivery team will only wait 20 minutes. After which, delivery truck will have to leave for next stop or return to warehouse and customer will forfeit of contracted delivery fee.
- Delivery is only available within a limited distance of our showroom
  - Standard Delivery is within a 20-mile radius from Demetra Cabinetry showroom.
  - Distance in excess of 20 miles will be charged an additional fee of \$10 per miles fee on top of standard delivery distance.
- There is **NO delivery** service for the following areas: **Santa Cruz and Boulder Creek**. Demetra **DOES NOT** offer delivery for any site beyond a 50-mile radius.  
Note: Trip mileage is calculated by estimated road distance given by google maps.
- Delivery truck must have unobstructed access to site.
- If there are pets in the area, the customer will be responsible for containing them before delivery personnel begin unloading.
- You will be given a timeframe for when you can expect delivery. Delivery personnel will do their best to operate within this timeframe. However, traffic, weather and mechanical failure may result in delays beyond their control.
- If the customer decides to cancel or reschedule delivery, it must be done 2 days prior to the scheduled delivery date. Rescheduled delivery will incur an additional \$200 charge if these terms are not met.

By signing this form, you acknowledge that you have read these terms and agree to all of them.

Sign X \_\_\_\_\_ Date: \_\_\_\_\_

Print Name : \_\_\_\_\_