



STRUCTURALWOOD C O R P O R A T I O N

DELIVERY POLICY – SCHEDULING

Delivering your order on the scheduled date is important to us. In order to keep our promise to you we must observe the following guidelines:

1. We require accurate and complete directions along with any special instructions before scheduling your delivery date.
2. If we do not receive directions in a timely manner we may need to place production on hold and reschedule it as the existing delivery schedule allows.
3. Delivery date changes must be made a minimum of 2 working days prior to your scheduled delivery date. Whenever possible we will attempt to accommodate your requested change.
4. We cannot give exact delivery times for a specific date. Upon request we will gladly estimate what time your delivery should arrive. However, due to delivery variables we cannot guarantee this estimated time.
5. If your order has already been manufactured and you delay the delivery date 5 working days or more beyond the original date, it will be invoiced on the original delivery date.

DELIVERY POLICY – JOBSITE

Structural Wood Corporation drivers are experienced in the handling of our equipment and know what its limitations are. Each driver is responsible for our equipment and the safe delivery of your product. It will be the driver's decision based on jobsite and weather conditions, how to best execute the delivery. They will make every effort to deliver the load to the desired location, but we must emphasize that ultimately *the decision is the driver's*.

1. It is your responsibility to see that a delivery site is properly prepared. We will need enough room to back into the site from the road. Structural Wood Corporation trucks can be up to 80' in length and over 14' in width. The length and width of the trusses for a particular job may not be the sole determinate of the length and width of the truck, as we often have multiple orders loaded on the same truck. If the site is off a narrow road and/or there is not much room to maneuver a tractor trailer, please give our shipping department sufficient notice if such conditions exist.
2. Structural Wood Corporation trucks may have enough weight over the drive wheels to get into the site, but once the load is off the truck, the weight over the drive wheels is greatly diminished and

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P.O.BOX 339
(315)388-4442

our truck may not be able to get out of the site. Therefore, it is solely *the driver's decision* as to how far he can back into the site.

3. In certain circumstances we may ask the customer to sign a **Delivery Liability Release** form. This form may be used in situations where conditions exist that pose unreasonable risk during the delivery process and an agent of Structural Wood Corporation has determined it to be necessary.
4. The area where the load is to be dropped should be reasonably flat. If you would like your trusses placed on blocking, we must be informed in advance and the blocking must be provided at the site.
5. Because of the size and weight of our trucks, we cannot be held responsible for damage that might occur during the delivery process. You must realize that your site is a construction site and that heavy trucks will be coming and going during the construction of the project.
6. In accordance with OSHA regulation 1926.1400 our cranes are to be used to move material from the flatbed to the ground only, at no time are they to be used to arrange those materials in a particular sequence for hoisting. This is considered a general industry activity covered by applicable requirements of 29 CFR Part 1910.

ISLAND DELIVERY

Structural Wood Corporation will do everything we can to ensure delivery to the jobsite. Occasionally this entails island delivery requiring ferry passage. To aid in the scheduling of these deliveries and to help alleviate the related confusion we have developed the following island delivery procedures.

All pertinent delivery information (directions, contact info, etc.) must be received a minimum of one week prior to the scheduled delivery date.

1. The order will include transportation to the ferry terminal, reservations, and ferry ticket.
2. Additional charges for passage time to and from the island will be billed at \$100.00 per hour.
3. Additional charges may also apply for loads exceeding state ferry limits. (To be paid by others)
4. In the event of a missed last available ferry for the return trip, hotel and meal charges will be billed.
5. A separate delivery bill will be issued once the delivery has been completed. This is due to varying hourly fees and other variable costs associated with deliveries involving ferry passage.

SMALL TRUCK REQUEST

Occasionally, jobsites are not accessible with full sized tractor and trailer. To facilitate delivery to such a site we may have smaller truck options. At times it is less economical and more challenging to schedule deliveries on these vehicles. We will make every attempt to accommodate your small truck needs, however additional delivery charges may apply and delivery schedules may need to be adjusted.

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WEATHER DELAYS

Structural Wood Corporation will make every effort possible to delivery your order on the day listed on your Order Confirmation. Unfortunately, there sometimes exist extenuating circumstances which make it impossible to maintain the scheduled delivery date. The most common of these circumstances is inclement weather. This is especially true for tractor trailers carrying oversize loads.

In the event of inclement weather that we determine has made delivery attempts unsafe, our shipping department will notify you that your delivery has been postponed. This will allow you, in turn to contact your customer in a timely fashion. We will reschedule weather delayed deliveries as soon as feasible.

Posted roads. Each spring NYS DOT and many other municipalities impose weight restrictions to prevent damage to roadways. During this period it may be necessary to obtain a waiver to deliver your order. Structural Wood Corporation will make every effort to deliver your order on time however certain condition may hinder our ability to obtain permission to travel on posted roads. In the event that we are unable to deliver on the original date we will reschedule as soon as conditions allow.

JOBSITE REFUSAL

In the event of a truss delivery being refused at the jobsite, the following policies apply:

1. The truss package will be taken to the seller's yard or returned to Structural Wood Corporation, to be determined on a case by case basis.
2. The order will be subject to a redelivery fee based on jobsite location, permit, and escort requirements, if applicable.
3. Delivery will be rescheduled based on customer need and delivery schedule availability.