



3224 Dutton Ave. Santa Rosa, Ca 95407  
Ph. 707-523-3513 Fax. 707-523-3514  
Lic # 819063

## The Definition of an SC Barns Delivery

de·liv·ery(noun)

:the act of transporting material from the SC Barns manufacturing location at 3224 Dutton Ave, Santa Rosa, CA to your address.

### What SC Barns includes in a standard delivery:

- 1) The safe transport of your purchase from 3224 Dutton Ave, Santa Rosa, CA to your delivery address.
- 2) A driver that is polite and courteous.
- 3) A driver that will assist an able-bodied person (provided by you) with unloading the materials.
- 4) Curbside delivery to a point on or near the property where the driver is not required to leave a paved or rocked surface.
- 5) A 2 hour window for deliveries within 1 hour of our facility, and a 4 hour window for deliveries farther than 1 hour.

### What the customer will need to provide:

- 1) Payment in full for any money due prior to the delivery being unloaded.
- 2) At least one or, if requested by SC Barns dispatch, two people that will be onsite to unload the materials.
- 3) A paved or compacted gravel surface for the SC Barns delivery truck to access the site.

### What SC Barns will not do:

- 1) SC Barns will not unload the material without payment in full.
- 2) SC Barns driver will not leave any paved or rocked roadways unless he feels it is safe to do so at his sole discretion.
- 3) SC Barns driver will not unload the product by himself.
- 4) SC Barns does not provide a forklift.
- 5) SC Barns driver will not have installation tips or advice.
- 6) SC Barns driver will not install any of the materials.
- 7) SC Barns driver will not carry product into backyards, over fences, etc. The materials are to be off-loaded beside the truck.

Customer Signature: \_\_\_\_\_

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

Please try and deliver this order by: \_\_\_\_\_



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**Frequently Asked Questions:**

**Q.** Will your driver unload the delivery?

**A.** No, SC Barns driver will assist you or your help to unload the delivery.

**Q.** Will the SC Barns driver drive out into my field closer to where I am going to install my materials?

**A.** Maybe. At the sole discretion of the driver, he may be able to maneuver the truck on an unpaved surface, **but it is his sole decision.** The delivery of the materials that you have paid for is curbside. We are not guaranteeing that we can get it to the building site, only to your address. In some cases, the truck and trailer can weigh more than 50,000 lbs and safety is our primary concern.

**Q.** Will your driver help me carry the delivered materials through gates, over fences, into the backyard, or any location other than where the truck can park?

**A.** No, the material will need to be off-loaded beside the truck.

**Q.** Will the driver install the materials?

**A.** No.

**Q.** Will the driver be able to explain to me how to install the shelter or barn?

**A.** No. If you have ordered a structure, the driver will give you a set of instructions that have been provided by our installation team. The driver is not familiar with your structure and will have no information on how to install it. For all installation questions, please call our team at 707-523-3513 and we will be happy to answer any questions you might have.

**Q.** Will SC Barns delivery truck have a forklift?

**A.** No.