



## DELIVERY PROTOCOL ACKNOWLEDGMENT FORM

### **Customer Information**

Company/Agency Name \_\_\_\_\_ Brasco SO# \_\_\_\_\_

Shipping Street Address \_\_\_\_\_

City, State, Zip Code \_\_\_\_\_

Receiving Days / Hours \_\_\_\_\_

Special Instructions \_\_\_\_\_

Primary Shipping Contact Name \_\_\_\_\_

Primary Contact Phone \_\_\_\_\_ Primary Contact Email \_\_\_\_\_

Secondary Shipping Contact Name \_\_\_\_\_

Secondary Contact Phone \_\_\_\_\_ Secondary Contact Email \_\_\_\_\_

### **Brasco Delivery Protocol Terms and Conditions**

Brasco International delivers its products via common and contract carriers. Contract carriers are contracted for direct delivery from our factory to the site of your choosing. The following are factors that should be considered in facilitating a smooth delivery. Please initial the required fields after reading the terms and conditions.

1. **PAD REQUIREMENTS.** Prior to installation a review of the pad for the structure for size and pitch is advisable. The shelter must be installed on a level concrete pad. Consult local building codes or licensed contractors for specific recommendations. Brasco offers structural concrete calculations for an additional cost.
2. **DELIVERY ADDRESS.** A commercial street address needs to be provided in advance. **A PO Box address, suite address, residential address, construction site or crossroads will not work.** Sending a carrier to one of these addresses will result in an additional charge applied to your final invoice.
3. **INTERNATIONAL SHIPPING.** If shipping outside the United States, the customer is required to have a customs broker setup at least 2 weeks prior to the shipment date. All Duties/Taxes/Tariffs are the responsibility of the customer and not of Brasco International. Brasco will arrange for trucking to move the goods to the final destination while providing a Commercial Invoice to the customer.
4. **DELIVERY WINDOW.** If a specific delivery window is required, a change order fee will be applicable and must be quoted through your Sales Account Manager prior to shipment.
5. **LIFTGATE.** If a liftgate is utilized during delivery, an additional charge will be applied to your final invoice.
6. **SEMI-TRACTOR AND TRAILER ACCESS.** The address provided must be able to accommodate a semi-tractor and trailer. This truck with a 53' long trailer can be up to 75' overall and will require sufficient clearance to turn.
7. **DELIVERY SITE NEEDS THE ABILITY TO SIDE UNLOAD.** Crate sizes are large and often stacked, therefore flatbed shipping is often necessary. Flatbed trailers are side loaded.
8. **A HILO IS REQUIRED TO UNLOAD.** Our shipping crates are large, bulky and can weigh 4,000 pounds or more. A forklift with capacity of 5,000 pounds is required to offload the shipment safely.
9. **FORKLIFT EXTENSIONS.** Fork extensions that extend 8 feet long are required. Conventional Hilo forks are too short to accommodate most size crates.
10. **PROMPT OFFLOADING.** The carrier must be unloaded promptly upon arrival; therefore, all necessary equipment and staff must be onsite and ready to unload the complete order. Detention fees, storage fees, or other applicable fees are likely and will be applied to the final invoice if the shipment is not offloaded promptly at the time delivery.



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32400 INDUSTRIAL DRIVE, MADISON HEIGHTS, MI 48071





11. **SHIPPING INDEX.** All shipments include a shipping index. This is a list of crates with sizes and the materials packaged in each crate. Our standard means of shipping includes the order packaged in crates with like materials (i.e. roofs crated together, glass crated together, etc.)
12. **ASSEMBLY INSTRUCTIONS.** Standard assembly instructions will be provided with your order upon shipment in the hardware box.
13. **PROTECT THE CRATES.** Wooden crates are not weatherproof and shipments should not be stored outdoors without adequate protection from the elements. Glass panels are generally shipped horizontally on skids, making it possible for rain water to puddle and not adequately run off. This may prevent glass from drying promptly, enabling the acidity of rain water to etch the glass and leave a foggy appearance. This etching is difficult to impossible to remove.
14. **REMOVE THE FILM.** Depending on your glazing option(s) your order may ship with film on the glazing. This film must be removed immediately upon receipt of your order to prevent the film from permanently bonding to the glazing.
15. **SOLAR BATTERIES.** Sealed lead acid batteries will self-discharge in storage. Batteries should be stored indoors at a recommended 68 degrees Fahrenheit for max. shelf life. Batteries should be installed no later than 3 months of delivery or battery warranties will be void.
16. **DAMAGE.** Any visible damage that may have occurred in transit must be noted on the Bill of Lading (BOL) and acknowledged by the carrier, prior to the truck leaving the site.
17. **DAMAGE CLAIM.** In the event of damage, Brasco must be notified of damage within 24 hours of delivery. A Shipping Damage Claim Form and proof of damage will be required for claim resolution.
18. **UNAUTHORIZED CHARGES.** Brasco is not responsible for any unauthorized labor or back charges.

Please sign below to verify the above contact information is correct and that you have read and accept Brasco's Delivery Protocol Terms and Conditions. This form will automatically submit to Brasco's Project Manager by clicking SUBMIT.

Thank you for your business!



Customer Signature \_\_\_\_\_ Date \_\_\_\_\_



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