

## **DELIVERY ACCESS AND SAFETY CONSIDERATIONS**

PLEASE consider vehicle weight, length, turning radius and height of dump box for delivery requested. Review the information below and select the best delivery option for your specific situation. Confirm the truck/trailer requested can safely access the drop location. In cases where our delivery vehicle cannot access the drop location, we will drop the load on the street or reject the load if there are not any other instructions provided. If load is rejected the customer is responsible to pay for the delivery. Any special delivery instructions should be provided at time of ordering. Please provide a cell phone contact for the responsible party. Gem Rock and Trucking will attempt to reach customers who have provided a site contact for delivery.

Roads, driveways, dirt access paths and bridges must be rated for 100,000 lbs.

Gem Rock and Trucking is not responsible for damage to surfaces our driver is directed to access.

Before driver will access a concrete or hardscape area, a non-responsibility waiver must be received. Please note the liability form requires use of a valid ID or driver's license.

Gem Rock and Trucking will drop materials as directed and takes no responsibility for damage to property.

Please note all delivery locations must have flat, level, compacted surfaces. Areas with soft soils, or access limitations increase the risk of a delivery to be declined. If equipment becomes stuck in noncompacted soils, service charges will apply for removal including labor, equipment charges and damage caused to the equipment.

Deliveries that do not meet our safety standards for access/travel will be declined. The delivery charge will stand and the materials will be credited less \$75 for restocking.

### **Cancellation fees:**

Cancellation fees apply to all orders cancelled less than 24 hours prior to delivery at a flat fee of \$55.00 or 40% of order total for cancellations less than 24 hours prior to delivery. Any refunded amount will incur a 3% processing fee. You may also incur a \$55.00 fee for rescheduled orders.