

TLS Delivery Guidelines

TLS Deliveries within 15 miles of our location

Below Delivery Fees are PER DELIVERY & depends on Truck's Weight Capacity & Truck Route

\$30 Delivery Charge/Delivery within 10 miles for (min. 10 CY +)

\$45 Delivery Charge/Delivery within 10 miles for (min. 5 to 9 CY)

\$60 Delivery Charge/Delivery for ALL PALLETS (Truck's Route)

AND

\$4.00/mile after first 10 miles for FUEL CHARGE for ALL DELIVERIES

(2 or 3 Pallets maximum per Delivery (depends on a trailer's weight capacity))

- TLS trucks deliver on concrete/asphalt/gravel driveways when delivering our products (OUR TRUCK WHEELS DO NOT LEAVE CONCRETE, ASPHALT OR GRAVEL DRIVEWAYS). TLS is not responsible for any DAMAGES to driveways/parking lots/yards/property.
- Please know that towns have contacted us about "IMPROPER DUMPING" and we are **NOT ALLOWED TO DUMP ON STREETS** and cannot "**BLOCK ANY ROADWAY**" for safety reasons. The police have asked us to dump on DRIVEWAYS ONLY. We know this because we have received citations in the past. Thanks for understanding. If we do get some material in the road due to your driveway and/or situation it will be your responsibility to get out of the street. **TLS will not be responsible, and we will not provide refunds.**
- TLS will **NOT** be able to dump near/under cables, powerlines, or any over-head structure (including Basketball Goals). TLS may not be able to dump on steep inclines. If you ask us to get close, we will NOT be responsible for any damage and you will pay for any damage and the damage to our Truck Tarp. **ALL VEHICLES MUST BE OUT of DRIVEWAY for SAFE DUMPING. If cars are not moved before we arrive & are unable to DUMP for any reason CUSTOMER will be charged for DELIEVERY FEE/FUEL CHARGE. (If we COME BACK to DELIVER an additional DELIVERY FEE will be REQUIRED).**
- TLS will **NOT be able to mix products on same truck, will not split loads, will not delivery to another house**, and customer will abide by our guidelines.
- All orders are required to provide dumping instructions when making a delivery, it's important for setting expectations. **If customer wants to meet the driver**, we will need to contact customer by "**CALLING BEFORE**", this means that **TLS CAN NOT load our trucks to deliver product unless we speak by phone before we load product**. If we CANNOT get ahold of you, please know this can delay your order and may need to be rescheduled if we do not make contact. TLS will HOLD ORDER UNTIL contact is made, and other deliveries will be put in front (depending on time of contact order may have to be pushed to the following day or next open slot). If dumping instructions are not given at time of delivery, TLS will not be able to deliver/take the order.
- **MILES**: are based on Google Maps and our Truck Routes (might not be shortest route).
- **All Delivery Fees are based upon EACH TIME our truck at each location can carry safely based on quantity weight.**
- **TLS will ONLY DELIVER to DRIVEWAYS.** If TLS arrives for a Delivery and Customer refuses or TLS to dump/place in driveway, **TLS will not be able to complete order and will return to our facility with the product. TLS will then contact customer to refund the product minus the Delivery Fee** due to good faith of customer knowing in advance that TLS will only be able to Deliver to Driveways because it's all over our website.
- **DELIVERY FEE and/or FUEL CHARGE PER DELIVERY** will be based on quantity ordered and distance from TLS and determined by TLS. NO COD (Cash on Delivery).
 - **PALLETS (Wallstone, Flagstone & Rocks)**: TLS can deliver up to 2 or 3 PALLETS/delivery due to weight & which truck/trailer is available.
 - **FOR PICKUP**: We load your truck/trailer after you have paid and picked out stone available on an open truck or trailer. (Please know trailers with high sides and/or ramps on the back do not work for our machines and your Pickup Truck tailgate must come down. *Product is 1st come, 1st serve if available.*
 - **FOR DELIVERY**: it is required that you visit a TLS location closest to you to confirm your stone order by tagging and paying for your order with OFFICE staff before scheduling.
 - TLS will deliver just like mulch and soil, it will **slide off the bed of the truck/trailer, gravity will take over, and we MAY or MAY NOT keep the rock in the pallet/s and may dump like it is loose rock depending on situation and size** onto your driveway.
 - The product will "**SLIDE OFF**" the back of our trailer, gravity will take over, and it should be intact but may not be upright (it may be crooked, side-ways, upside down, etc.). We **DO NOT** bring another Bobcat to move pallets. *You may need wire cutters to cut the wire off, if pallet is left.*
 - *If you want another type of delivery hire a Landscaper or come pick up with an open Truck or Trailer. Please know trailers with high sides and/or ramps on the back do not work with our machines to put in the back of your Pickup Truck (also your tailgate must come down properly).*
- **BOULDERS**: We will bring on a truck/trailer and unload as close as we can to your location with our wheels staying on driveway/asphalt. Again, gravity takes over and where the boulder lands on your property is a successful delivery. **Customer will be responsible for moving the boulder to your specific location on your property. We DO NOT** bring a machine to move the boulders around, you will need to hire a Landscaper, rent equipment, etc.
- **STRAW**: (Pine Straw 100 Bales & Wheat Straw 75 Bales) is our minimum for delivery and once we arrive on-site we lift the truck bed and dump on driveways. We **DO NOT** hand unstack.
- **No warranty** is made concerning the results obtained from the use of any product and **does not take back product** or pick up. 21.05.12

