

## Shipping & Handling Policy

**BEFORE receiving or SIGNING for your merchandise please read this policy carefully and inspect your merchandise first.**

### Truck Access Requirements

Trucks up to 65' in length may deliver your merchandise. In most cases they cannot enter private driveways or roads, as there is insufficient room to maneuver and turn around. When this is the case, prior arrangements must be made to deliver your order to a predetermined location, preferably the nearest public road access to the original destination address.

### Possible Additional Shipping Charges

Additional shipping charges may be incurred and billed directly to you, the customer, if the delivery truck is unable to reach your location or if a special truck is needed to make your delivery. Road conditions must be conducive to safe operation of the delivery truck, which is always determined by the driver. There must be adequate room for the truck to drop off and turn around at your location with minimal backing up. At the sole discretion of the truck driver, your merchandise may be dropped at the closest area to your chosen location if the driver determines that road conditions are not conducive to safe operation of the truck. Shipments that are re-directed to an alternate location, by the customer or due to access conditions, may incur additional shipping charges, which will be billed directly to you the customer. If your merchandise (mostly tanks) happens to be over-sized, or when any of the following are required or encountered: Special Permits, Pilot Cars, Escorts, Special Routing, Road Construction/Re-Routing of Truck, Truck Size Restrictions, Customer Delays, Locked Gates, etc., additional shipping charges may be incurred and billed directly to you the customer.

### Damaged / Incomplete Merchandise

All products shipped from Sure Water, LLC or any of its manufacturers are received by the carrier complete and in good condition. Title of the merchandise is passed to the carrier at the time of pick-up and passed to you the customer upon delivery. Therefore, when receiving merchandise from a freight carrier, you must make a **complete visual inspection** before signing the delivery receipt / Bill of Lading. Upon completing your visual inspection, please take one of the following courses of action if a problem is encountered:

**1. THE ACT OF SIGNING FOR DELIVERY IS THE ACCEPTANCE THAT YOUR SHIPMENT HAS ARRIVED UNDAMAGED. Do not accept delivery if the product appears damaged..** The person who signs the Proof of Delivery (POD) when shipment is delivered **MUST** note any visible damage on the POD or refuse the shipment. If your order has been damaged during shipment, please call immediately at (801) 709-3466. We will then pursue all claims on your behalf through the proper channels with the carriers. **If you fail to note any shipping damage on the bill of lading before signing, you have accepted tank as is, and you will have no legal recourse or claim for damage to your order during shipment.** We will **NOT** accept responsibility for damage done to the tank if the receiver of the tank does not note damage.

2. If the product has questionable cosmetic damage, is incomplete, or items listed on the delivery receipts or bill of lading are missing, **you must properly note this on all copies of the delivery receipt / Bill of Lading and immediately notify Sure Water, LLC.**

3. Please note: **If the delivery receipt is signed without noting the damage or missing items, Sure Water, LLC cannot be responsible for collection of claims or replacement of merchandise.**

4. Hidden damage, (not detectable at time of delivery), must be reported to Sure Water, LLC **within three (3) days, or sooner.** However, items should be thoroughly examined at time of receipt. It is the receiver's responsibility to offload the tank and examine all merchandise. **Please read all small print on carrier's Bill of Lading for their company rules and regulation details.**

### Off-Loading

You the customer are responsible for Off-Loading the merchandise at the time of delivery, unless prior written arrangements have been made with Sure Water, LLC.

### Shipping Delays

We understand that late deliveries can cause great inconvenience and frustration to you the customer. While we strive to meet all delivery schedules, on occasion there are extenuating circumstances that are beyond our direct control. This usually has to do with freight carriers and associated problems on their end. In situations where a freight carrier has delayed your delivery for one reason or another, you can be assured that we will do everything possible to help remedy the situation and get your merchandise delivered. Please note that, in general, the freight industry does not honor claims for late or even grossly delayed deliveries.