

PICK UP AND DELIVERY - PURCHASERS GUIDE

PICK UP

If you decide to pick up your product, you may schedule a pick up date with your sales person at the times of sale, or call at a later time to schedule a pick up date. We will try our hardest to have your product ready at a specific time of the day, but no guarantees can be made. We recommend that you call before you come to the store to be sure the product is ready.

- If you choose to call at a later time to schedule your pick up date, you must call two full business days in advance of your desired pick up date.
- You need to be sure that your vehicle can accommodate your product. Your salesperson can advise you of the size of vehicle that is necessary.
- You will need to bring your own rope or tie downs, as we do not have them available for your use.
- We are not responsible for any damages that occur during the shipping of your product once you leave the store, even if we assist you in loading the product into your vehicle.

DELIVERY

If you decide to have your product delivered, you may schedule a delivery day with your salesperson at the time of sale, or call at a later time to schedule the delivery.

- If you choose to call at a later time to schedule your delivery date, we will work you in at the next available date, which can be up to several weeks from when you call.
- The time of day for delivery can generally be set for AM or PM. If a specific time of day is important to you, inform your salesperson so a notation can be made on your invoice.
- There needs to be a responsible adult present to show the delivery team where to place the product and to pay any remaining balance, unless special arrangements have been made. Any special arrangements must be made at that time.
- If a responsible adult is not present, we will have to reschedule your delivery and charge you a \$125.00 Return Fee, unless prior arrangements have been made.

Every attempt will be made to deliver the product as scheduled, but sometimes the delivery team may be delayed. For these reasons you are given a “window” of expected arrival time. If the delivery date is not kept for any reason, we will reschedule you for the next available date. Please be patient with us as we try to provide the best possible service for all our customers.

I have read and understand the terms of this purchasers guide. By signing below I acknowledge that Backyard Adventures will perform the agreed upon pick up or delivery according to the terms above.

Signature: _____ Date: _____.

Backyard Adventures has completed the delivery of my product, and I am satisfied with the placement of the product. I am responsible for all non-warranty related issues with my product.

Signature: _____ Date: _____.