

# TLS Delivery Guidelines

## Homeowner/Retail

### TLS Deliveries within 15 miles of our location

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

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

*(\$4.00/mile after first 10 miles for FUEL CHARGE)*

**\$60 Delivery Charge/Delivery for All PALLETS**

*(\$4.00/mile after first 10 miles for FUEL CHARGE)*

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

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- TLS trucks deliver on concrete/asphalt/gravel driveways when delivering our products (DRIVEWAYS (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.
  - 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.
  - 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.
  - Delivery Charge and/or Fuel Charge will be based on quantity ordered and distance from TLS and determined by TLS.
  - ALL COD (Cash on Delivery) orders require TLS speaking with customer directly before TLS loads truck with product. 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).
  - **STONE PALLET/S:** TLS can deliver up to 2 or 3 PALLETS per delivery due to trailer and due to weight of stone. We load our trailer after you have been to one of our locations to confirm your stone order by tagging and paying for your order with OFFICE staff. Once TLS driver arrives to customer location we will "unload/dump" the product on driveways. PLEASE NOTE: 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 or sideways, etc.). PLEASE NOTE: We DO NOT bring another Bobcat to move pallets.
  - **LOOSE ROCK & PALLET ROCKS:** will be delivered just like mulch and soil, it will slide off the bed of the truck, gravity will take over, and we will/may not keep the rock in the pallets and dump like it is loose rock. We load our trailer after you have been to one of our locations to confirm your stone order by tagging and paying for your order with OFFICE staff. Once TLS driver arrives to customer location we will "unload/dump" the product on driveways. PLEASE NOTE: We DO NOT bring another Bobcat to move pallets.
  - **BOULDERS:** We will bring on a trailer and unload as close as we can to your location with our truck and trailer wheels staying on driveway. 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 a specific location where we cannot get to. We DO NOT bring a Bobcat to move the boulders around.
  - No warranty is made concerning the results obtained from the use of any product.