



## DELIVERY QUESTIONNAIRE



**Customer Name:** \_\_\_\_\_ **Invoice#** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
**Delivery Date:** \_\_\_\_\_ **Best Phone # to reach you besides one on the sales invoice.** \_\_\_\_\_

**Please check all answers below:**



**1.** What area of the home/building is the delivery being made to?

**2.** Will we need to access a freight elevator? **Yes** ( ) **No** ( )

If you answered Yes, please make sure you have it reserved for your delivery date.

**3.** How many flights of stairs\* must delivery personnel climb to arrive at the delivery area?

\*A flight of stairs is considered 10 steps. If we must climb over 2 flights of stairs to reach the delivery area, there will be a \$10 surcharge for every flight after that.



**4.** Are there any narrow staircases, doorways or pathways that may limit access to the delivery area? **Yes** ( ) **No** ( )

**5.** Is the delivery area cleared off and ready for the delivery? **Yes** ( ) **No** ( )

If you answered No, it must be cleared by the time the delivery team arrives. **WE DO NOT REMOVE OLD FURNITURE.**

**6.** Have you measured the delivery area to insure it will accommodate the items you purchased?

**Yes** ( ) **No** ( )

**7.** Is it alright for the delivery truck to drive or park on your driveway and/or yard?

**Yes\*** ( ) **No** ( ) \*If YES, we are not liable for any damage to grass, trees, shrubs, etc.

**8.** Do you live in a new area that may not be listed on the current maps? **Yes\*** ( ) **No** ( )

\*If YES, please provide driving directions from a local main intersection or highway.

**9.** If you are not going to be there when the delivery is made, are there any special instructions you would like to relay to delivery personnel? **Please fill out our Delivery form.**

**10.** Are you interested in enrolling in our Accidental Protection Plan? **Yes** ( ) **No** ( )

(Ask our sales associate for details)

### THINGS TO CONSIDER:



» If you have a dog, it needs tied up or locked away from the drivers at the time of delivery.

» Some merchandise may arrive pre-assembled and/or unboxed.

» If you purchased a cantilever umbrella you must supply sand or pavers to have it set up on delivery.

» AKZ 13' umbrellas require 400lbs of dry sand and the AKZ 10' & 11' or AG28 umbrellas require 200lbs of dry sand.

» AG19 and AG3 umbrellas require 4 patio pavers (approximately 18" wide x 18" long x 1" thick)

» **You will get an automated call between 8am-10am the day of delivery with your delivery time frame.**

Due to a number of reasons, delivery schedules can or may change. In that event you will be notified via an automated call that we need re-schedule your delivery. Once we have another scheduled date worked out one of our customer service representatives will contact you.

**Customer Signature:** \_\_\_\_\_ **Date** \_\_\_\_\_