



PREPARING FOR YOUR DELIVERY - WHAT HAPPENS NEXT...

Congratulations on the purchase of your Cook Portable Warehouse. Your order is in process with our corporate office. Here is what to expect and prepare for your delivery:

DELIVERY DATES: Our Fleet Department will contact you once we have a scheduled delivery date. You will be contacted by email and/or by phone approximately 3-6 business days prior to the delivery. We will supply a date and a time window for the delivery. You may reply and confirm to the email you receive or call the dispatcher at the number listed on your email.

CLEARANCE: Proper clearance for delivery is 14 Feet high and a minimum of 2 feet wider than the building width, the more room the better. This same clearance is needed for the travel from the selling lot to your delivery location, as well as the delivery site. Do the roads have enough clearance High & Wide? If you are not sure, contact our Dealer or Fleet Department for further help.

DAY OF DELIVERY: The driver will contact you just prior to loading the building, he will verify you are ready and present to accept, verify ground conditions if needed and let you know what time he will arrive. If the driver does not make contact with you, he will not load the building until he does. We will try every means to contact you, if we do not make contact for your scheduled time slot, the drive may move on with his next delivery.

RAINED OUT: Wet weather happens making for too wet deliveries. You have up until the driver calls the day of delivery to reschedule free of charge. We must depend on you the customer to tell us if your ground is acceptable enough to deliver the building. A guideline we use is, if you would drive your car through where the building is going without getting stuck, it then should be dry enough to deliver your building. If the driver happens to get his equipment stuck while trying to deliver the building and he cannot free himself, we will depend on you to get our equipment free.

PRESENT AT DELIVERY: RENT TO OWN customers that are listed on the sales order MUST be present to sign the lease agreement at the delivery. If there is a conflict with the date and time, you may speak with the dispatcher in attempt to find an alternative option prior to delivery.

ADJOINING PROPERTY RELEASE: Should we need to cross another persons property for any reason, we must have a signed adjoining property release on file prior to arrival for delivery. These forms are available from our corporate office or your selling dealer.

SET UP & LEVELING: The driver will place and level your building up to 6 inches in grade variance with our blocks. Please have concrete blocks and pavers on hand if you have a larger grade variance. We will only level a building up to 12 inches in grade variance total.

OVERTIME: We allot approximately 1 hour for delivery & set up. Should the driver be held up due to clearance issues or incomplete site preparations there will be a \$40 per hour overtime charge accessed to wait or an attempted delivery charge if we need to return the building.

BLOCKING: \$50 + tax charge and you must supply the blocks. The driver will place the blocks while he is leveling the building, please have them in a close accessible location to near the building.

ATTEMPTED DELIVERY FEE: Should we need to return the building to the sales lot for any undeliverable reason, there will be a fee accessed equal to the initial deposit. This fee must be paid prior to a new scheduled delivery date.

DELIVERY QUESTIONS OR HELP: Please contact our Fleet Department for any further questions while preparing for the delivery of your storage building. We're happy to help have a successful delivery! Check out our delivery and set up video's at: https://youtu.be/6_RQTXkvNTI