



Freight and Handling Policy  
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Peabody Engineering (etanks.com) uses their best efforts in securing you safe, reliable and affordable methods of shipping your product to you on a timely basis. We contract our shipping services from third party companies who specialize in shipping products, like FedEx, UPS, USF and other reliable shipping companies. **Before receiving or accepting delivery of your merchandise, please read this policy and carefully inspect your shipment for damage.**

We secure freight quotes from these companies as a service to you, our customer, but have little control over their performance once the product is shipped from our factories. We are given shipping cost estimates and estimated delivery times that we pass along to our customers prior to shipment. Unfortunately, on rare occasions, the price will change (due to inaccurate information or delivery problems) or the shipment may be delayed for reasons beyond our control. In these instances, we will do our best to assist you and help you to resolve any issues, but can not accept any responsibility for such delays or pricing issues that cannot be resolved. Below are a few things to look out for when having your product shipped so you receive it in pristine condition, on-time and at the price you expect.

Delivery Destination

The cost to deliver a shipment to a commercial address (like a place of business) is what all of the freight rates are based upon. If your product is shipping to a residential address, a university campus, a military base, a farm, a construction site, or any other non-business location, the freight companies assess a surcharge to your delivery charge. If you want the most accurate freight quote, be sure to tell us if any of these conditions exist. Once your shipment is dispatched, it will be shipped to the address you originally provide to us. You may change the delivery address after it ships and before it's delivered, but extra charges will be assessed in these cases. If you have multiple delivery points, additional drop charges and mileage will be assessed for each stop.

Delivery Date and Time

All of the freight rates we receive are based on deliveries during normal business hours, Monday-Friday from 8AM-5PM. Weekend and holidays, before and after hours and specific appointment times can be accommodated, but will be done so at additional cost. Someone must be present to accept and sign for the delivery or the freight company will have to return and may charge for additional delivery attempts. After they try 2 or 3

times, they generally will return the product to us. In that case, you will be responsible for return freight in addition to any shipping charges originally quoted. Most freight companies will try to contact you and set up a time for a second delivery attempt at no extra charge, as long as someone is there (over 18 years of age) to accept the shipment.

### **Delivery Delays and Special Handling**

Some of our products are quite large and require special equipment for off-loading. Our standard freight quotations are based on the assumption that the delivery destination is equipped to unload the product off of a standard delivery truck. If you do not have material handling equipment (such as a forklift), please make us aware of that so we can arrange for delivery of your product by a carrier equipped to offload your product for you. Many companies have trucks with lift gates or they have material handling equipment with them to unload for you. If you need this service, there is an extra charge that will be assessed by the freight company.

Trucking companies allow a limited amount of time to offload your product, because they normally have a daily route with multiple deliveries and pickups. If that time is exceeded, you will be assessed additional charges for waiting time. If you need special equipment to offload your product, like a crane, etc., please make sure to let us know in advance and we can help you to coordinate delivery to minimize any delays in offloading at the point of delivery. Peabody Engineering is not responsible for any damages caused to the product during transit, unloading or installation.

### **Truck Accessibility**

The trucks that deliver your product may be as long as 65'. As such, they may not be able to deliver to destinations with limited access, such as long driveways, service access roads or any other areas without room to maneuver or turn around. If this is a concern, please let us know and we will do our best to match your shipment with a vehicle that can accommodate a limited access delivery site.

### **Damages & Shortages**

All orders are shipped from Peabody Engineering only after they are inspected for accuracy and quality inspected to insure there is no damage. Title is passed to the carrier at time of pickup and it becomes their responsibility to safely handle the product to insure that it arrives in the same condition as it was in when it left our facility. When you receive your merchandise, make sure to inspect it carefully to insure it is in good, undamaged condition PRIOR TO SIGNING FOR IT. If you accept it and sign that you received it in good condition, the freight company is no longer responsible for any damages that you discover later. Peabody Engineering will not assume the responsibility for damages that occurred after it is shipped. If when receiving our product, you notice any visible damage, please take one or more of the following steps;

1. Make a notation on the freight bill that the product is damaged and specify the damage BEFORE SIGNING. Make sure the delivery driver also signs that the product is damaged. You can then file a freight damage claim with the carrier for repair or replacement of the damaged product.
2. Call our customer service department, WHILE THE TRUCK IS STILL THERE. We may be able to help you assess the damage and help you determine the best

course of action, whether you should refuse the shipment or if the damage is minor, it may not affect the warranty or usability of the product. If it is severely damaged, we can arrange to get you a replacement product shipped out as quickly as possible.

3. If the damage is not visible (hidden) at the time of delivery, call Peabody Engineering within 10 days of receipt or sooner and we may have recourse on the carrier. Any longer delays will restrict our ability to help you resolve the problem.

Freight Quote:

Short Product Description:

Delivery Address - Name of Business or Individual:

Street:

City:

State:

Zip Code:

Special Conditions (residence, construction site, etc):

Lift Gate Required? Yes  No

Appointment needed? Yes  No  or Call before Delivery? Yes  No

Total Price:

Lead Time:

The above prices and delivery conditions are acceptable and I have read, understand and agree to abide by the freight policies above. Any permits, foundation or other components of installation not specifically listed on my quotation are not included in the price listed. This offer is based on supplying the listed product(s) and is subject to Peabody Engineering's standard terms and conditions, copy available upon request.

Signature:

Date:

Print Name:

Print Company Name (if applicable):