

**Our Kits Include...**

**SHEDS**



**SCREEN ROOMS**



**AWNINGS**



**SPECIALTY ITEMS**



And so much more...

## Delivery Instructions...

Please note that the estimated delivery time quoted to you at the time of your order is based on information received from the manufacturer at that time. It can never be a guarantee of delivery time. Patio Concepts Inc. will inform you immediately if we become aware of a change in circumstance from the manufacturer.

**In keeping with our high standard of customer service, both as a company and with the manufacturers we represent, we would ask that you keep the following instructions for when you receive your order.**

### Smaller Items

Whenever possible, for smaller items, UPS will be used as the delivery company. UPS deliveries must be within the Contiguous US. UPS will not deliver to APO, FPO or PO Box #'s. Deliveries to non-UPS shippable addresses may not be possible OR may take longer to arrive and may cost more money. We **do not** offer "Special Shipping" (3-Day, 2-Day, Overnight, etc.), we ship UPS Ground Only.

Larger items will be delivered by Common Carrier (ABF Freight, N&B, APA, Yellow Freight, Overnite Express, Estes or any other major carrier deemed worthy by the manufacturer).

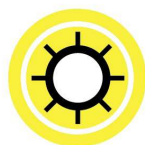
### Larger Items

Many of our products are shipped via Common Carrier/Freight Truck, using several different Common Carrier companies which are selected at the discretion of our represented manufacturers. To help avoid damages materials of long lengths may be cut in multiple pieces; any of the materials may be cut to any lengths and spliced at any location at Patio Concepts' Inc discretion.

The carrier (delivery company) is paid to call you and set up a delivery time. *At that time please take down the shipping company name and phone number.* If they don't show up exactly on time, it would be **the shipping company** you would call. ScreenHouses Unlimited and Patio Concepts Inc. are not responsible for how the shipping company adheres to their shipping schedules. We will assist in any way we can however we may not be able to affect the day's outcome.

The following applies to common carrier deliveries *with the exception of those noted below in yellow highlight.*

- Shipments by common carrier are delivered to or as close to the purchaser's property line (Driveway) provided the location is deemed accessible by the delivering freight carrier. The drivers' responsibility **ends** by opening up the back of the truck. **The driver is not responsible to unload to the curb. It is highly recommended that you have someone to help you** unload your unit from the truck and into the garage or backyard. A standard 12 foot square screen room comes in a 7' high, 4' wide and 10" deep box weighing 125lbs. A standard 12' x 10' patio awning weighs approximately 160 pounds. A 12' x 24' steel garage is a set of 5 - 150lb. boxes. In all cases your unit will be shipped and packaged such that two people can carry any portion of your unit.
- You will be given a reasonable time frame to unload freight ranging between 15-30 minutes. Please be aware that freight is prepaid and that *no additional expenses should be paid to delivering freight Carriers* for deliveries described above. In the event that a clerical error has occurred - call us **1.800.922.4760**
- If you wish to have the shipping company do more than what has been laid out above, they do have "pay for service" options available. You will need to discuss that with the shipping company when they call to make the delivery time arrangements.



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**In The Case of Damage...**

*Please note that shipping companies reserve the right to come to the site to inspect any damages being claimed.*

Most shippers and drivers are wonderful people and honestly do their best to assist you, however damage and accidents can occur. If there is damage, stay calm, there is always someone to assist you with the inconvenience. Call us right away and we will solve the problem promptly and in a time efficient way.

**Your Responsibilities**

- Inspect the boxes carefully for any damage or holes.
- Please note ALL damages on the bill of lading which the driver has you sign.
- There may not be any damage to the unit itself, however, if we do need to get some new parts out to you, knowing who is responsible for the damage will help speed the process up.
- Please understand that it is only the most extreme cases of damage where the shipment should be refused. If you are considering refusing, please attempt to get hold of us while the driver is still there. We will try to guide you in this decision.
- If the damage is so severe as to warrant that the unit be refused, know in advance, that it will take a few weeks or more to get a replacement shipped.

**EXCEPTIONS**

**If you have purchased a... W Pan, Flat Pan or Insulated Patio Cover | Insulated Top Screen Enclosure | Screen Walls Only Porch Screening System**

- Inspect the boxes and contents carefully for **any** damage or holes.
- Please note **ALL** damages on the bill of lading which the driver has you sign.
- **SPECIAL INSTRUCTION:** The carrier is under instruction to take back all damaged items. Even if one or two pans, roof panels, or lengths of mainframe are damaged, the driver is to take those with him and these need to be itemized on the bill of lading. These items will then be replaced and shipped out to you promptly. Please call us with the items that were damaged so we can expedite the order.

**What we can do...**

- ...work with you, the shipping company and the manufacturer to get you the replacement parts as quickly as possible. Manufacturing times and shipping distances will obviously affect timelines.

**What we cannot do...**

- Get replacement materials for damage that is not noted at the time of delivery.
- Honor claims of damage after the unit has been signed for 'as received in good condition.'
- Offer 'inconvenience' compensation for timelines that change due to manufacturing or shipping delays.
- Offer compensation for agreements between our customers and their contractors that may be affected by manufacturing or shipping delays.

Unfortunately, over the years a 'few bad apples' have forced the need for very specific rules, so that **both parties** are protected.

We hope we can be of service to you again. Be sure to book-mark us as your choice for top quality Do-It-Yourself Home Improvement products at a sensible price.

Best Regards,

The Team  
Patio Concepts Inc.