



WOLF KITCHEN & BATH JOBSITE DELIVERY SERVICE

**EFFECTIVE JANUARY 1, 2020.
FOR KITCHEN AND BATH PRODUCTS. NOT AVAILABLE IN ALL AREAS.
PLEASE CONFIRM SERVICE AVAILABILITY WITH WOLF CUSTOMER CARE.**

ORDERING JOBSITE DELIVERY

- **AVAILABILITY** – Jobsite deliveries are available within the appropriate product lead time denoted on the final fax confirmation for your order. Jobsite delivery is not available in all areas even if noted below. Please be sure to confirm with Wolf Customer Care delivery areas and approximate lead time.
- **ORDERING** – To utilize the Wolf jobsite delivery service, simply advise Wolf Customer Care at the time of order. For fax orders, please make sure the ship to address is denoting the address for the jobsite delivery and note “jobsite delivery” on the order.
- **FEES** – Locations listed below. All markets are \$275 per stop.
 - Five boroughs of New York City and Long Island
 - Other Mid-Atlantic, Northeast, Midwest and Florida Locations
 - Texas location (locations outside standard delivery area are available with quoted delivery cost)
 - For locations not mentioned above, please contact Wolf Customer Care
 - Any refused jobsite delivery will be charged the full delivery fee. Subsequent attempts will result in full fee per attempt.
 - Delayed deliveries (at customer direction) may be charged hold fees until delivery is made

JOBSITE CONDITIONS

- **WEIGHT LIMITS** – Deliveries will be made with vehicles weighing up to 60,000 lb. Please keep this in mind when scheduling delivery to a site.
- **HEIGHT/WEIGHT RESTRICTIONS** – All jobsites must be accessible with a truck that is 13' 6" high, 102" wide. It is important to consider not only the site area, but also the route to arrive at the site. Please confirm that deliveries with trucks of this size are not only able to deliver, but are approved for delivery by local authorities.
- **ROAD RESTRICTIONS** – Wolf trucks will not go “off road.” Trucks must stay on a paved roadway or driveway. If we are directed to pull onto a driveway or sidewalk Wolf assumes no responsibility for any damage to surface or surrounding areas that may occur.

DELIVERY REQUIREMENTS

- **DELIVERY SCHEDULE** – Your delivery date will be confirmed with your order. At least one day prior to jobsite delivery, Wolf or a Wolf-approved delivery team will call to verify that the customer is ready for the delivery. Wolf driver must be able to make the delivery in a timely manner. In general, delivery time must not exceed 45 minutes. If requested, Wolf driver can call customer roughly one hour before arriving to ensure someone is on site when delivery arrives.
- **DELIVERY LABOR** – Jobsite deliveries are one-man tailgate delivery. The customer or job supervisor is required to assist in delivery. Deliveries will not be made to specific rooms of a home. However, the driver may unload to an area outside of the home, such as a garage, carport or ground level porch of the home that will allow one person handcart access if close truck access is available. Texas deliveries will be made with a two-man crew and will be unloaded and moved as far as the first dry area available in the apartment, home or business (threshold delivery).
- **DELIVERY ACCEPTANCE** – All jobsite deliveries require an authorized signature for proof of delivery.
- **REFUSED DELIVERIES** – Any refused or unsuccessful attempts for jobsite delivery will be charged the full delivery fee. Subsequent attempts will result in full fee per attempt.

WOLF KITCHEN & BATH

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Order Desk M-F 7:30 am to 5:00 pm ET

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