



SPORT COURT

Alberta

*** Important Shipping Instructions - Must Read ***

It is important to note that once a shipment leaves our warehouse, and we provide you with all tracking information, **it is your responsibility** to track the shipment and be available when it arrives. We use independent trucking companies (not Sport Court trucks) and we have no control over when they will arrive at your location.

Shipping Rate Quotes:

Sport Court gets preferred shipping rates due to the volume of products we ship, which we pass along to our customers. Standard shipping rates only include the following pre-set service:

- The actual shipping cost + tailgate unloading for pallets (**tailgate unloading only if available in your area**). Due to the size & weight of many of our shipments, unloading by hand is the **ONLY** method you may have if you do not have machinery to do it.

You are responsible for having enough people to unload in a timely fashion (generally 30 minutes or less) or have the proper equipment such as a forklift, pallet jack, or other methods to get the material off the truck quickly. If you are not able to unload in a timely fashion you **WILL BE BILLED** for special services & overtime costs if either we or the trucking company don't know about these situations ahead of time.

We frequently get customers who think that booking delivery appointments or arranging for the trucker to call them ahead are "free" services. **THEY ARE NOT FREE!** Do NOT assume anything is "free" beyond the basic delivery service and the truck showing up at your door when you use the tracking info we provide. Anytime we get billed by the trucker for extra services we ALWAYS refer them to the instructions on the Bill of Lading that states: **"Consignees will be billed directly by the trucker for any extras services they request that are not included in the rate quote"**. Before you ask for special unloading, ALWAYS ask the trucker if there is an extra cost.

All products we sell remain our Property until paid in full, and that includes any trucking fees billed to our account that we did NOT authorize.

Tips to Save You Money on Shipping Costs

- Always have your shipment sent to a business address if possible. Truckers charge a lot more for residential deliveries.
- We need FULL ADDRESS (**with postal code**) and CONTACT info for the delivery destination to get proper trucking rate quotes.
- We need to know ahead of time how you will unload the shipment.
- For small orders that fit in a car or pickup truck it is best if we ship to the trucking depot in your city and you can pick it up from there. That can save you anywhere from \$50-100 depending on other shipping factors and if there is a depot in your area.