



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. Special services such as appointment deliveries, etc can be arranged but all extra services add to the shipping fees.

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 (**if no forklift is available**) for curbside unloading. 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 proper equipment (forklift) or enough people to unload in a timely fashion (generally 30 minutes or less). If you are not able to unload in a timely fashion you **WILL BE BILLED** for special services & overtime costs that were not included in the original rate quote.

We only use our shipping methods. We will not arrange to contact your couriers or other trucking companies. You either accept our shipping methods or make your own arrangements. We have tried to assist with that in the past and it doesn't work. We will advise you about what type of trailer or other equipment is needed before you come here. All orders that are picked up must be paid in full.

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. Never ask a trucker to perform extra services above what's included in the rate or it will incur extra costs.

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 and if nobody is home to unload.***
- We need FULL ADDRESS (**with postal code**) and phone 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 (if available) and you can pick it up from there. That can save you anywhere from \$75-150 depending on other shipping factors and if there is a depot in your area.