



“Redefining what *Delivery* is all about”

OPERATIONS PROCEDURE

Order Processing

Delivery routes are prepared daily between 2-5 p.m.

Delivery orders *received by noon* will be processed the *same day*. All orders received *after noon* will be processed the *next day*.

Delivery Setup

We will contact customer between 5-7 p.m. the day before the delivery to give the customer an ETA (Estimated Time of Arrival). We work with 3 hour windows and a courtesy call is made 15 to 30 min. prior to arrival.

Special Accomodations

Delivery rates will change if special accomodations are required. Special accomodations include but are not limited to:

- * Item does not fit through door or in elevator
- * Moving old furniture to another room
- * No freight parking near entryway
- * Customer has no space ready
- * Any waiting time after the first 15 minutes from arrival within agreed window, should Elmer decide he has extra waiting time available

Form of Payment

Due to the high amount of returned checks we get for insufficient funds, we prefer payments in cash, though personal checks can be accepted at our own discretion. Receipts are available upon request.

NOTE:

Elmer's Express Delivery will not handle, remove or reconnect any electrical appliances.