

DLG 2022



Design Logistics Group

2855 W. Oxford Ave, Unit 3
Sheridan, CO 80110
(720) 638-1640

PUC# HHG-00613

Receiving, Installation, and Storage **Rates and Policies.**

Receiving Charges – Freight Lines/Vendor Deliveries:

Design Logistics Group's (herein referred to as DLG) receiving charges are based on an hourly rate of **\$60.00** per man hour which is billed in **15-minute** increments with a **minimum** charge of **\$15.00/item**. Time starts when each piece is unloaded and stops when each piece has been inspected, inventoried, repackaged, and properly stored in our warehouse. This is a standard rate for **one** employee and equipment.

Incoming Delivery Appointments & Freight COD's:

All incoming deliveries to DLG, except for UPS or FedEx Ground, are by appointment only with at least 24-hour advanced notice. We prefer appointments to be made directly with DLG via email. Appointments need to be during our receiving hours of 10:00am to 4:00pm Monday through Friday. Any unknown incoming deliveries to DLG **may** need to be rescheduled for a different date at DLG's discretion. Deliveries from new clients who have not signed this form will be accepted as tacit approval of DLG's policies.

DLG will NOT pay any COD's for freight charges.

Inspection:

All incoming freight packaging is inspected for damage and/or defect as it is coming off the freight truck. If there is visible box or carton damage found it will be notated on the carrier bill of lading and the piece will be inspected ASAP. We will provide pictures as well as detailed description of damage/defects of the packaging and the piece in a timely manner.

DLG strives to have orders inspected within **3 to 5 business days** of its arrival at our warehouse. Inspections are done in chronological order by date of arrival, from oldest to newest. Our receiving & inspection of each item DLG receives will include all the following prior to notification of its arrival at DLG: carton/package inspection for damage, open & look over to confirm condition, assembly (if possible), photograph, wrap or repack (if possible), inventory, and put into location. Once this process has been completed, we will notify the Showroom and/or Designer via email including the photographs taken during inspection. Notification times may vary due to the amount of incoming freight.

For any order that is expedited at a designer or showroom's request, there will be an expedite fee charged. The expedite fee is double the hourly rate for receiving or **\$120.00** per hour.

**All prices and/or policies are subject to change without notice. We will continue to give the best service at a competitive rate. As always, we appreciate your business and your interest in using our designer logistics services.

DLG 2022

Assembly & Crated Items:

All possible pre-assembly of pieces will be done at DLG warehouse. Assembly time will be added into the receiving time and be reflected as one charge on the final invoice. For pieces that come in crated, total receiving time includes crate disposal. **Due to insurance liabilities, DLG will not assemble wall-mounted units, Pool Tables, Shuffleboards, etc. Nor are we permitted to assemble cribs or changing tables.**

Freight Claims/ Repairs:

Assistance with freight claims will be provided to the showrooms and/or designers by DLG, **Design Logistics Group is not able to process vendor claims.** If an item has obvious freight damage and is damaged beyond repair DLG reserves the right to refuse said shipment on behalf of our clients. We offer free minor touch ups of any item received with showroom/designer approval. For repairs that are more extensive, a third-party technician may be contacted for estimates. Any third-party repairs would be done at an additional charge, and only completed with approval from the client, carrier, and/or vendor. Repairs that are made prior to claim approval will have to be paid for by the showroom and/or designer. Once the claim has been processed, the amount allotted by the Freight Company will be credited back to the designer.

Storage Rates:

DLG offers 14 days free of storage starting the date of arrival at our facility. Storage will start to accumulate on the 15th day that an order is at our warehouse and be charged every day until the piece is either picked up or delivered to the client. Storage rates are charged by the square footage of each carton. The charge is **\$2.00** per square foot per month with a minimum charge for any item measuring **5 square feet** or less of **\$10.00** per month. (e.g. a carton measuring 5'x2' containing 16 pillows would be \$20/month).

Purchase Orders:

For more efficient processing of incoming freight, we request that designers side mark their order with both DLG and the designer information and if possible, the client/side mark information. We also request that we be sent a Purchase Order or list of what we should expect. Not all shipments are clearly marked when they arrive at DLG; therefore, we will be able to notify designers in a timelier manner if less research is needed to confirm who a shipment is for.

The more information we can capture during the receiving process gives our clients a more accurate inventory. This also aids in making the final install/delivery more efficient and cost effective.

Warehouse Processing:

There is a warehouse processing fee of **\$60.00** an hour billed in **15-minute** increments for services such as order pull and prep for customer or carrier pickups, item pull for inspection or repair, additional photo inventory etc.

DLG 2022

Dock Pickups:

All customer pickups are by **appointment only** with at least a **24-hour** advanced notice. There is a **\$20.00** customer pickup fee charged on all pickup orders as well as a warehouse processing fee per item of \$60/hour billed in 15-minute increments to cover the time it takes for our warehouse to pull and help load the orders into the client's vehicle.

****Please be advised that clients will need to provide their own ropes & tie-downs as well as blankets or pads. DLG will assist in loading items into vehicles or trailers, but it is the client's responsibility to secure all items picked up at DLG's warehouse as DLG will not be responsible for any items damaged in transit once the customer has left our facility. ****

Install/Delivery:

Normal Installation/Delivery hours are 10:00am-4:00pm

Please send a representative who can guide item placement if you are able

DLG must be notified in advance of any existing furniture to be moved. In order to maintain our delivery schedule DLG reserves the right to re-schedule a delivery at any time.

- (2) Men and a Truck **\$120.00** per Hour
- (3) Men and a Truck **\$150.00** per Hour

*Additional manpower is **\$50.00** per hour per man (required manpower is at the discretion of DLG)

*Additional Truck is will be billed at cost (DLG must occasionally rent U-Haul trucks to complete deliveries in one trip)

*Lodging will be billed at cost if an overnight stay is required prior to returning to the warehouse

Time will be calculated in **15-minute** increments and includes all the following:

- The time it takes to pull & load the order on to our truck(s)
- Drive time from DLG warehouse to job site and back
- Time at the install

DLG is a white glove delivery/install service. Our staff will be courteous, polite, and patient during the install process. We thrive to make the delivery/install as enjoyable as possible for all parties. Designer/Client wishes are our highest priority and will be followed unless there are safety or damage concerns. At any install DLG requests that either a representative of the designer be present at the job site or a detailed description of item destinations and instructions be sent in advance.

DLG will not penetrate any walls or modify/disassemble any piece of furniture due to insurance liabilities.

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Lighting-Electrical & Artwork

Design Logistics Group is not able to install any electrical components, light fixtures, or artwork: i.e., chandeliers, sconces, mirrors, paintings, etc.

Cancelations:

DLG requires **at least 48 business hour** advanced notice of a cancelation. If a cancelation is made less than 48 business hours prior to the delivery, the customer may be subject to a minimum **\$65.00** cancelation fee as well as a warehouse processing fee if the order was already prepped for loading. The cancelation fee would be billed on the final invoice and is charged at DLG's discretion. DLG reserves the right to reschedule any delivery due to adverse weather conditions (DLG will not charge for weather-related cancellations).

Quotes:

A quote for the total cost of a job may be created for a client upon request. These quotes are estimates and subject to change.

Billing:

Our clients assume responsibility for all charges for services rendered. Billing is NET 30 and invoices will be sent out within 15 days or less of each completed work order done by DLG. Invoices will include any charges for receiving, storage, delivery, and all other applicable charges. **(Installations may be charged directly to clients with DLG's approval).**

There will be a **late fee** of 5% of the total balance due or **\$20.00, whichever is greater**, that will be added to any invoice that is 30 or more days past due. Late fees will continue to accumulate on past due invoices every 30 days until payment is made. All invoices will be sent via e-mail unless otherwise requested

Payments:

Invoices will be issued and paid through QuickBooks via bank transfer or credit card. Check payments should be mailed to:

Check payments should be sent to **2855 W. Oxford St. Unit 3. Sheridan CO 80110**

Optional Valuation Coverage:

DLG provides the state minimum coverage (\$.60 per pound, per item) at no charge. This is our default coverage option unless additional coverage is requested prior to the item arriving to Design Logistics Group. Additional coverage is recommended as the state minimum would not cover high valued pieces. Design Logistics Group always reserves the right to repair any item no matter the value of item or valuation coverage chosen.

If you would like additional coverage, you must provide DLG with proof of item value along with “**Opting In**” by initialing the **Additional Coverage Option** as well as signing the form found on the last page of this packet.

CONSUMER ADVISEMENT

Intrastate movers in Colorado are regulated by the Colorado Public Utilities Commission (PUC). Each mover should have a PUC permit number. You are encouraged to contact the PUC to confirm that the mover you are using is indeed permitted in Colorado. A mover that is not permitted may not withhold any of your property to enforce payment of money due under the contract ('carrier's lien'). A mover must include its PUC permit number, true name, and physical (street) address in all advertisements. You should be aware that the total price of any household move can change, based on a number of factors that may include at least the following: Additional services you request at the time of the move; Additional items to be moved that were not included in the mover's original estimate; Changes to the location or accessibility of building entrances, at either end of the move, that were not included in the mover's original estimate; and Changes to the previously agreed date of pickup or delivery. You should also be aware that, in case of a dispute between you and the mover, Colorado has an arbitration process available to resolve the dispute without going to court. If you have any questions, you are encouraged to call the PUC at (303) 894-2070 for guidance on your rights and obligations. I acknowledge that I have been given a copy of this consumer advisement to keep for my records.

Signed: _____ **Date:** _____

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Design Logistics Group

2855 W. Oxford Ave.

Unit 3

Sheridan, CO 80110

Office:

Email: Help.designlogisticsgroup@gmail.com

(Please Complete the Following Form and Return)

By shipping items to Design Logistics Group, I agree to all terms and conditions of this policy.

Signature: _____ **Date:** _____

Print Name: _____

Company Name: _____

Billing Address: _____

Phone Number: _____ **Email:** _____

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Please complete this form individually for each item you would like to purchase additional insurance for.

_____ **Additional Coverage Option:** Yes, I would like to purchase additional coverage for high value items. I understand the cost of added coverage for delivery is 3% of the declared item value with a \$1000 deductible. I also understand added cost for storage is 2% of the declared item value, per month with a \$1000 deductible.

Declared Item (if additional coverage is needed): _____

Value of Item (if additional coverage is needed): _____

Signature:

Date: