

Delivery Policy - Updated 3/24/2023

Customer Satisfaction is our main goal.

In accomplishing this goal, we feel that it is important for everyone to know and understand our delivery policies.

Please Read Entire Policy.

Delivery charges vary depending upon material type, material quantity, physical delivery location, and drop spot conditions.

We make a conscious effort to handle all delivery requests in the order in which they are received, regardless of how the request was received (email, phone, website delivery request form).

We encourage our customers to view the materials prior to scheduling delivery.

Any deliveries refused at the delivery site will still be responsible for paying the delivery charge.

Our dispatcher will call you to set up your delivery.

Please do not use multiple means of submitting a delivery request, this will not speed up the process.

Payment is due when scheduled.

We require a credit card for delivery orders.

Any adjustments, rescheduling, or cancelations that you may have, you need to request at least two days prior to delivery.

Rescheduling or adjustments made within two days of delivery will incur a **\$30.00 late order modification fee.**

Any orders canceled within two days of delivery will incur a **\$50.00 late cancellation fee.**

The dispatcher can discuss the conditions of the drop site with you during scheduling.

We rely strongly upon our drivers' judgement when it comes to determining whether a drop site is feasible.

It is always best to have a backup spot or two picked out, in case your preferred spot will not work.

If our driver is unable to deliver your materials safely, you will still be charged the delivery charge.

Our delivery driver must be able to contact you, by phone, prior to delivery.

Any special exceptions to this must be approved by the dispatcher, at the time of scheduling.

If our driver is unable to make contact with you, it may result in your delivery being skipped or canceled, which may or may not incur a rescheduling fee or cancellation fee.

Our delivery driver will show you the material prior to unloading and ask that you sign a form for approval and receipt of the product.

We encourage our customers to view the materials prior to scheduling delivery.

Any deliveries refused at the delivery site will still be responsible for paying the delivery charge.

Dump Truck Deliveries are always quoted in 2 hour time windows.

We cannot guarantee specific delivery times.

Orders for McPheeters Turf will never be quoted delivery times or time windows.

Lead time for delivery varies drastically depending upon the time of year.

It is common for deliveries to be booked up a week or more during the summer season.

The more notice you can give the better we can accommodate your request.

If you have any questions regarding this policy please give us a call and we would be glad to discuss it!