

SYRACUSE GLASS SERVICE AND PACKAGING OPTIONS

PICK UP SERVICE:

- We offer pick up service between 7:00 am and 4:30 pm during business days. We can make arrangements for pick up orders at other times with notice. We request that items, especially custom fabricated items, be picked up as soon as possible after completion and no later than one week after the order's production date. We ask that our customers send a representative qualified to sign for and accept the material. We request that pick up customers remain in our office or our truck loading area unless escorted into our production areas with a Syracuse Glass employee. Syracuse Glass material handlers will pull material for orders and load it under the direction of the customer. We ask that the customer be responsible for securing the material prior to transport.



REGULAR DELIVERY SERVICE:

- We offer delivery service according to our current delivery schedule. Our delivery vehicles on normal routes are staffed with our driver only. We acknowledge orders by fax to help our customers plan to have adequate help available to unload our truck. **We expect that our drivers not to be required to lift more than a 75 pound item by themselves or 75 pounds as part of a crew lifting material weighing over 75 pounds.** We expect that the unloading area is free of unsafe conditions, and that the material need not be transported a great distance from the vehicle or that our driver is not required to assist in moving customer material in the shop to make room for the delivered material. If our driver judges that the unloading situation is unsafe due to dangerous conditions, inadequate number of glass handlers, poorly trained glass handlers, or will require unreasonable time, we encourage him to communicate his concerns to the customer. If the driver and the customer can not resolve the situation, we encourage our driver to keep the material on the truck and proceed with his deliveries. Our truck loaders load the material based on our normal route order and customer supplied shipping instructions. Inability to accept material can be a real burden, making accessing other material difficult, and may result in a significant charge, and even destruction of the material depending on how the material is loaded relative to other orders, and extra charges.
- We ask that our customers have representatives available to sign for and accept the material, trained in material handling, and will direct the unloading, using personal protective equipment supplied by the customer reasonably required for the task at hand. **WE ASK FOR COOPERATION WITH THESE REASONABLE COMMON SENSE MEASURES FOR THE SAFETY OF OUR DRIVERS AS WELL AS OUR CUSTOMERS.**
- Our fabricated glass products are shipped "loose lites" with cork tabs and no packaging. Large quantity same size material may be shipped with wood flower interleaving. Shower doors, all glass doors, and beveled mirrors are wrapped with a plastic adhesive material. Stock sheets or cut size orders are shipped with factory wood flower interleaving. Glass orders can be plastic wrapped, custom crated, or cardboard boxed subject to additional charge or shipped on steel L racks if requested at time of order subject to additional charge.
- We expect that our customers normally order at least \$250.00 of material for us to make a profitable delivery. These regular delivery routes are scheduled to comply with DOT driver hours of service regulations and the expectations of many customers, so our driver can not accommodate requests "on the spot" for diverted delivery to job sites or other locations or glazing "off the truck". Please work with us during this period of inflation in trucking and delivery costs to help us maintain our best in the industry delivery program - great drivers, quality equipment, and frequent, reliable service.

*** Delivery Minimum - \$250.00 ***



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JOB SITE DROP-OFF DELIVERY:

- We offer job site drop off service designed for the small project located along our normally scheduled delivery runs. We ask customers to specify the exact address for these deliveries at the time of order, and ask the customer to check the faxed order acknowledgement "ship to " field to make sure this information is correctly entered. We charge for this drop off service, and we provide cell phones for our drivers to help customers coordinate these deliveries. We expect our customers to have adequate personnel to receive the material, and to make preparations at the site to ensure timely unloading. We can estimate a time of arrival, based on the location of the site and when our normal delivery run is in the area, but we can't reschedule our run around a desired delivery time. We ask for an estimate of the time required for this service and ask customers to abide by this estimate.

*** Job Site Drop-off Charge - \$50.00 MINIMUM for the first ½ hour, \$100.00 per hour thereafter ***

DEDICATED JOB SITE DELIVERY:

- We offer dedicated job site delivery where the delivery time is critical and a scheduled delivery time is required, or to provide delivery to a site not near one of our regular delivery routes. We ask for exact addresses at the time of order, and for the customer to make arrangements for timely unloading of the material. We ask for an estimate of time required at the site to make sure we can comply with federal DOT hours of service regulations covering our drivers. A significant deviation from this estimate that causes extra expense may require additional charges. We offer boom truck, flat bed, or glass rack vehicles.

*** Dedicated Job Delivery Charge – Call For Quotation ***

PACKAGING OPTIONS:

LOOSE LITES:

- No additional charge. Fabricated glass is shipped with cork tab separators or wood flower interleaving material. Stock sheets or cut sized glass is shipped with factory wood flour interleaving material only.

*** Cardboard Box - \$10.00 Each ***

CUSTOM WOOD CRATES:

- Banded wood crates, 2500 lbs maximum. These crates can be unloaded with a boom, overhead crane, fork lift, or lull. Disposal of the crates is the customer's responsibility.

*** Custom Crate Cost - \$85.00 each ***

- We pack like sizes together in crates to minimize the number of required crates unless we receive special crating instructions, such as sorting material by floor or elevation. We must have special crating instructions at time of order. Crating may require additional lead time.

STEEL L RACKS:

- No charge for steel rack packaging. These racks are not boom-able or overhead crane unloadable, they require a job site lull or plant forklift for unloading. We ask the customer to be responsible for these racks while they are needed, and to phone us to schedule a pick up appointment to return these racks, and to arrange for and operate the equipment to load these racks back on our truck.