



### **IMPORTANT DELIVERY INFORMATION**

#### **Delivery:**

Our staff will email your tracking information 24-48 hours from the time your order ships. You can use this tracking information to proactively call or follow up with delivery questions or concerns. Once you receive your tracking information, it is always recommended to track your order online using the tracking number and note the approximate delivery day.

The shipping company should contact you to schedule a delivery appointment. If you would like to be proactive, we always recommend our customers contact the shipping company directly to schedule the appointment. This will always guarantee the best service. Every order needs a delivery appointment so please make sure to coordinate with the shipping company to solidify a day and time that works for your schedule.

**ALL RESIDENTIAL AND BUSINESS DELIVERIES ARE CURBSIDE. THE DRIVER IS NOT RESPONSIBLE TO ASSIST WITH THE OFFLOAD OF ANY MATERIALS FROM THE TRUCK. YOU MUST HAVE THE APPROPRIATE MANPOWER AND/OR EQUIPMENT AT THE DELIVERY LOCATION TO UNLOAD YOUR SHIPMENT AND SIGN FOR THE COMPLETED DELIVERY.**

#### **Will Call Pick Up:**

Our staff will email your order information 24-48 hours from the time your order is available for pick up at the warehouse facility. You can use this tracking information to proactively call and follow up with order questions or concerns.

All customers who pick up from any of our warehouse facilities are required to bring their own form of transportation for their order. The crew members at the warehouse will help assist loading the vehicle.

#### **Important:**

**Be sure to inspect ALL items delivered and confirm there is no damage or shortages prior to signing the delivery receipt. Once materials are signed for with a clean and clear proof of delivery, in good standing, it is no longer the responsibility of shipping company, therefore, all claims for damaged products, products with concealed damage, or incorrect products will be declined by the shipping company and Artificial Turf Supply.**

**If your order is received damaged, wrong, miscut or short, you MUST note the damage on the freight carrier's delivery receipt (Proof of Delivery) and notify Artificial Turf Supply Customer Service immediately. Please take several pictures before signing delivery receipt. Pictures should include several angles of the damage, the noted delivery receipt AND the label/bar code affixed to the packaging. These photos are needed to identify your order and are required to resolve any issues regarding your order and/or to initiate a return or replacement.**

**You will have FIVE (5) days from the time of delivery to submit the above requested documentation and pictures to file a claim with ATS.**

Thanks again for choosing Artificial Turf Supply and good luck with your project! We look forward to seeing your photos. If you have any questions, please call an Artificial Turf Supply customer service representative at 877.525.TURF or you can reply to this email.