



## LARGE PALLET ORDER SHIPMENT CONTRACT

Congratulations! Your order is large enough to qualify for pallet shipment. This is done for several reasons, mainly:

- It generally saves you a tremendous amount of money on freight charges (if you follow the guidelines below)
- It is generally safer to ship, especially if we are shipping glassware to your destination, as most of your items sit wrapped on a pallet.
- Your delivery is door to door **ONLY**, meaning it will ship from our warehouse to your indicated **COMMERCIAL** destination. You will be responsible for unloading the boxes from the pallet. This is not hard or difficult, but it will save you a TON of money.

**VERY VERY IMPORTANT:** If the truck driver has to deliver inside the building, use his lift gate, or deliver to a particular floor in your building, these are additional shipping charges which can range from \$50-\$250 and **YOU** will be responsible for them, so please do not request these services unless you are willing to pay for them separately. Often times, the truck driver **WILL NOT** tell you that these are additional charges, so please do not request them. We will bill you separately if you use any of these or other services as we will get sent an additional bill from the trucking company. Your quote is **ONLY** for door to door delivery, as this is the wholesale industry standard service. Any additional services you request from the truck driver (and do not tell us when placing the initial order) will be your payment responsibility. If we have to pay any additional trucking charges on your behalf, aside from what we quoted you, we will bill you for these charges separately.

I have thoroughly read and agree to the following terms below (please initial each by box):

I have **truthfully** given Koyal Wholesale a **COMMERCIAL** business location and understand that the quote given is based on that **COMMERCIAL** address. In the event the trucking company deems the address as residential (or otherwise) I will be responsible for any additional charges the trucking company charges Koyal Wholesale. If you do not tell us the shipping address is residential, and the trucking company delivers to this address, you are responsible for any fees they charge us for residential delivery. I agree to fully reimburse Koyal Wholesale for any additional

**charges the trucking company may bill Koyal Wholesale should they deem the property as not COMMERCIAL.**

I understand that the quote given by Koyal Wholesale is for door to door service only. I agree to pay for any and all additional services separately if I request them from the truck driver, including, but not limited to lift gate service, inside delivery, etc.

I understand that if I do not indicate with the truck driver at the time of delivery of any box shortage or damage, I will NOT hold Koyal Wholesale responsible for any shortage, damage, etc.

**IMPORTANT TIP:** Please count the correct number of boxes and check for outer damage to any of the boxes *BEFORE* signing the trucker's shipping slip. Once signed, we cannot claim damage with the shipping company if it is not indicated on the shipping slip the truck driver will have you sign. If we are shipping to your florist, hotel, etc, make sure they do this on your behalf.

I understand that if the truck driver is unable to deliver to my designated location on the order for any reason, I will be responsible for paying any redelivery fees that the trucking company may charge Koyal Wholesale. It is my responsibility to tell Koyal Wholesale any pertinent information with regards to the COMMERCIAL shipping address that may affect delivery (i.e. receiving hours, business hours, days of operation, client contact, department location for delivery, building suite number, etc.)

In the event my order is refused at delivery for any reason; I agree to reimburse Koyal Wholesale for all shipping fees (including return shipping fees) plus a 20% restocking fee.

**IMPORTANT TIP:** If we are shipping to a hotel, florist, office, etc on your behalf, *please* make sure they know to expect a delivery on your behalf. We have had clients have their deliveries refused by hotel staff members simply because the receiving location did not know to expect the delivery.

If you agree to these terms, please sign below and fax back to **951.734.3020** along with the signed invoice. Questions? Call us at **951.734.3888** or email us at **info@koyal.com**

**WE WILL NOT PROCESS YOUR ORDER UNTIL WE RECEIVE BOTH THE INVOICE AND THIS SHEET BACK WITH SIGNATURES ON BOTH.** We are a very professional company when dealing with large orders (especially fragile glass vases). This is why 5-Star Luxury Hotels and Celebrity Event Planners rely on us to get their large orders to them on time and intact. Help us make it easier for you by providing as much information as you can as to the contact person, destination location, contact phone numbers, etc. Thank you!

X \_\_\_\_\_ Date \_\_\_\_\_ Phone \_\_\_\_\_