



28 W Broad St
Cookeville, TN 38501
931.400.0016

Client Delivery Policy

All orders for delivery will require a delivery fee to be paid before delivery can be scheduled.

In the event of a backorder or unavailable item on the delivery, customers have the option to reschedule or cancel the delivery for a refund. A delivery of the remaining items may require a second delivery fee.

Deliveries will be made to the jobsite garage space.

Acclimation Delivery Fee:

If acclimation is required for the product, and you would like to have the material placed in the home, an additional fee of \$.60 per box will be added.

Please note that deliveries will be made to the main floor only and a single room. For safety and efficiency, our team is unable to navigate stairs.

Requirements for delivery:

1. Please schedule one week in advance of needing the delivery.
2. A clean and dry space for the material must be available.
3. Access to the garage for any delivery vehicle to approach the home.
4. Clients must be present to inspect and sign for the delivery.

In the event any of the above requirements are not met, additional fees may be applied to the delivery.

While we do our best to provide quality service, deliveries can be time consuming and hard work. We appreciate your cooperation in making certain you are prepared to receive your delivery. Truck loading and unloading at our warehouse is a priority. Time frames may be adjusted for scheduled deliveries without warning.