



Your First Choice for Floating Dock Solutions

Thank you for your order. A 3rd party vendor has been contracted to perform your delivery service. In order to ensure that your delivery is successful, your participation is needed. When your order is ready to be shipped, it should arrive to you in the same condition as it leaves our warehouse - We will send pictures of the shipment on the day it ships. This letter to you is to verify the freight company does their job in handling your shipment properly. We do not expect any issues during transportation.

Please be sure to sign the Delivery Order Note in the presence of the Delivery Company representative to indicate your delivery has been received. Examine your order upon delivery to ensure that there are no visible signs of damaged, missing or incorrect pieces. In the event that there are missing, damaged or incorrect pieces, please retain the item(s), indicate the problem on the Delivery Note and contact us at 954-785-7557 within 24 hours of your delivery. A signed delivery receipt, without notations of missing, damaged or incorrect item(s) represents your acceptance of the complete order in perfect condition. The reason we stress this is due to Freight Company's negligence in reimbursing any damaged freight that was signed for as perfect condition. If there is damage upon delivery, and is noted on the delivery ticket, there are no issues with reimbursement from freight companies.

We pride ourselves in packaging extremely well, and want to ensure the freight companies do their job in delivering to you the way it left our warehouse. We do not anticipate any problems, and appreciate your help in the matter.

Please also note - freight carrier shipments are normally shipped either on a wooden pallet or oversized carton. In order to efficiently facilitate the delivery of your order please have metal sheers to cut the banding of the pieces. Deliveries are curbside and will be delivered to a location that is most accessible by a tractor trailer. If delivery is residential, customers are required to be present at time of delivery and assist in removing packages from the back of the truck. We recommend that you have at least one other person available to help you move your item to its final location. For example, a 5' x 8' framed float section weighs 115 lbs. Freight companies do not guarantee on-time delivery of regular LTL services. Therefore, AccuDock cannot guarantee delivery times when shipping regular LTL service. We strive for on-time delivery and customer satisfaction, but orders may not be canceled due to delayed delivery appointments.

****NOTICE****

YOUR ORDER WILL NOT SHIP UNTIL WE RECEIVE ACKNOWLEDGEMENT THAT THIS LETTER HAS BEEN READ AND UNDERSTOOD.

Thank You from the AccuDock Team.

Customer Acknowledgement

Sign: _____ Date: _____

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www.AccuDock.com
1790 SW 13th Court

Office: 954-785-7557
Pompano Beach

sales@AccuDock.com
Florida 33069