



Vault Designer Delivery | Moving and Storage is the brain child of a designer with over 30 years experience. Her vision was to create a delivery and installation service that “**gets it**” from a ***Designer’s Perspective***. We took her years of knowledge (gained through thousands of hours spent on projects) and developed SDS.

Wouldn’t it be nice to work with a delivery service that understands your unique needs as a designer? One that understands the challenges you face from ***your clients, the reps, the manufacturers, the shippers?*** Here are just a few of the things we offer:

- ◆ **Patented Online Software That Allows You to Control all Aspects of your Delivery & Warehousing**
  - View Photographs of Items Online
  - Sort Inventory by Job, Item Type, Room, Description, and more!
  - Schedule Pickups and Deliveries
  - View Status of Damages, Repairs, Returns, and Deliveries
  - View and Pay Invoices
  - Order Rug Pad and Fabric Protection

***All from your Home, Office, or on the Go!***

- ◆ **Each Item Received is Opened and Inspected *BEFORE* the Carrier Leaves**
- ◆ **20,000 sq ft of Air Conditioned Storage Space**
- ◆ **Highly Trained Crews that are Neat, Clean, and Professional**
- ◆ **The “Extras” Provided on Each Delivery – Felt Pads, Extension Cords, Light Bulbs, etc.**
- ◆ **Gloves Worn When Handling all Upholstery**
- ◆ **Booties and Front Mats on Every Installation**

I encourage you to learn more about our one-of-a-kind service by calling ***any*** of the references listed to get their input on how VDD has exceeded their expectations.

Please call me directly at 561-296-6222 for a quick demonstration of our online software.

Thank you,

Rick Goodwin, President

Vault Designer Delivery | Moving and Storage

## References

**Rogers Design Group**

11376 N Jog Road, Suite 104  
Palm Beach Gardens, FL 33418  
561-799-2545

**Allison Paladino Interior Design**

6671 W Indiantown Road, Suite 50-435  
Jupiter, FL 33458  
561-741-0165

**Gil Walsh Interiors**

523 Northwood Road  
West Palm Beach, FL 33407  
561-932-0631

**Angela Reynolds Designs**

11531 178th Road N  
Jupiter, FL 33478  
561-301-2280

**Nate Berkus Associates**

406 N Wood Street  
Chicago, IL 60622  
312-492-0660

**McCann Design Group**

424 Palm Street  
West Palm Beach, FL 33401  
561-653-6915

**Greeson & Fast Design**

135 Cherry Street  
Asheville, NC 28801  
828-252-0400

**Roz Shuster Designs**

7855 Talavera Place  
Delray Beach, FL 33446  
561-443-7010

**The Corcoran Group, Jim McCann**

340 Royal Poinciana Way, Suite 302  
Palm Beach, FL 33480  
561-296-8720

**Fite, Shavell, & Associates, Thor Brown**

101 North County Road  
Palm Beach, FL 33480  
561-655-6570

**New Design Furniture**

3033 NW 28th Street, Suite 3  
Lauderdale Lakes, FL 33311  
954-733-9840

**Palm Gallery & Custom Framing**

1913 S Dixie Hwy  
West Palm Beach, FL 33401  
561-802-4482

**Boehm Design Associates**

1516 Melrose Avenue, Suite 100  
Seattle, WA 98122  
206-625-0340

**Sybil Gerson Associates**

6189 Woodcutter Court  
Palm Beach Gardens, FL 33418  
561-745-7339

**Red Cross Show House**

123 Santa Lucia Drive  
West Palm Beach, FL 33405

**KidSanctuary Campus, Inc.**

555 Safe Haven Drive  
West Palm Beach, FL 33411

## VDD Services

### DESIGNER DELIVERY:

- ◆ Patented online software allows you access to your entire inventory.
- ◆ Each item received is opened and inspected **BEFORE** the carrier leaves, unless otherwise stated.
- ◆ Each furniture item is photographed and available online for you to view. Light fixtures, accessories, linens, etc. are not photographed.
- ◆ 20,000 square feet of air-conditioned storage space.
- ◆ All crews are neat, clean, and highly trained.
- ◆ All the “extras” are provided – felt pads, extension cords, light bulbs, rug pads, etc.
- ◆ Gloves are worn when handling all upholstery.

### FINE ART SERVICES:

- ◆ Installation on any surface at any height.
- ◆ Security and museum hardware installations specialist.
- ◆ Custom-made French cleats and brackets.
- ◆ Heavy mirror and sculpture installations.
- ◆ Air-conditioned humidity-controlled vaulted storage.
- ◆ Climate-controlled shipping and delivery.
- ◆ Packing, crating, and shipping worldwide.

### MOVING & STORAGE:

- ◆ Full packing and unpacking.
- ◆ Air-conditioned storage.
- ◆ 24-hour security monitoring.
- ◆ Computer-controlled inventory tracking.
- ◆ Out of state and after hours service.
- ◆ Fully licensed in 48 states with DOT, FMAC, PBC, and Department of Agriculture.

### SHIPPING AND DELIVERY:

- ◆ Local pickup and delivery.
- ◆ Long distance delivery (same crew picks up and delivers; we never subcontract).
- ◆ Assembly and installation of all types of furniture.
- ◆ Packing, crating, and shipping worldwide.
- ◆ Fully licensed in 48 states with DOT, FMAC, PBC, and Department of Agriculture.

### DUPONT FABRIC PROTECTION:

- ◆ A Master Seal product with DuPont Teflon.
- ◆ Advanced fluoropolymer technology forms a molecular barrier against water- and oil-based stains.
- ◆ Ultra-Violet inhibitor to help reduce fabric fading from harmful UV rays.
- ◆ Enhances protective ability of all mill applied treatments.
- ◆ Contains a special anti-static additive that helps repel airborne dust and dirt.
- ◆ Safe for children and pets, non-allergenic, non-carcinogenic, and non-toxic.
- ◆ Invisible to sight, smell, or touch.

## Terms and Conditions

### **VDD Hours of Operation and Receiving Information**

VDD hours of operation for deliveries are Monday through Friday from 9:00am to 5:00pm, for which VDD published rates are charged. Any work performed after 5:00pm or on weekends will be charged our overtime rate of one and one-half times our published rates. SDS is not available to accept freight on the following holidays: New Year's Day, Good Friday, Memorial Day, Fourth of July, Labor Day, Thanksgiving, the day after Thanksgiving, Christmas Eve, and Christmas Day.

### **Ship orders to: Vault Designer Delivery | Moving and Storage**

**Firm Name / Client Name / PO #**

**3716-B Interstate Park Road N**

**West Palm Beach, FL 33404**

**Office Hours, Warehouse Receiving Hours: 8:00am – 4:00pm, Monday – Friday.**

### **Receiving Policies and Rates**

Client shall provide VDD with a report (or purchase orders) from their design program that clearly identifies each item VDD will receive on their behalf. This will assist in identifying items that are not correctly sidemarked. Freight should be sent prepaid, unless prior arrangements have been made with VDD. Funds for freight collect will be sent to VDD prior to shipment arriving. If client fails to arrange for funds for freight collect, VDD will determine if freight collect charges will be paid by VDD on the client's behalf; if so, a service charge of 3.5% of the total or \$25.00, whichever is greater, will apply.

**Shipments MUST be sidemarked as with your firm name, client name, and your purchase order number.**

**Receiving fees will be charged according to the following fee structure:**

- ◆ \$15.00 – items such as lamps, lamp shades, UPS boxes, etc - up to 60 lbs or 24x24x24.
- ◆ \$20.00 – items such as side tables, side chairs, nightstands, etc - up to 120 lbs or 40x40x40.
- ◆ \$25.00 – items such as sofas, armories, marble and glass tops, etc - up to 200 lbs or 60x60x60.
- ◆ Items over 200 lbs or 60x60x60 will be charged an additional amount, based on weight and/or size.
- ◆ An additional fee for trash removal/recycling will be assessed for excessive packing materials, such as multiple boxes, crates, items packed in a box within a box, or excessive Styrofoam or loose packing materials.
- ◆ Uncrating, raffia-style wrapping, furniture assembly, boxing returns, etc. will be charged under the general labor at the rate of \$68.00 per hour.

A research fee of \$25.00 will be charged when your shipment arrives without a sidemark or any other identifying documentation.

### **Storage Policies and Rates**

For items that are intended to be stored monthly, that item will be stored at no additional fee for the balance of the month it is received, regardless of the date it arrives. On the first day of the month following arrival, a storage charge will be billed for any item stored. This charge will continue to be charged on the first day of every subsequent month. **Storage charges are not refundable.** The storage charge of each item will equal the receiving charge of that item (please refer to section on Receiving).

### **Manufacturer Returns**

Boxing up items for return to the manufacturer for any reason (damage, exchange, etc.) will be charged under the general labor at the rate of \$75.00 per hour. Additional amount will be billed for packing materials, if necessary. Client will provide VDD with all appropriate documentation for the return prior to carrier pickup (Return Authorization, Bill of Lading from carrier, shipping label, etc.). Designer will provide this information to SDS within an adequate time frame for SDS to box up the item(s) for pickup.

### **Warehouse Pickups**

If items are picked up by client or client's representative prior to installation by VDD, the pulling and releasing fee will be a minimum of \$25.00 per item or our hourly labor rate of \$75.00 for one man and \$105.00 for two men, whichever is greater, with a minimum charge of \$25.00. **All pickups must be scheduled and confirmed with our office at least 48 hours in advance.**

## **Deliveries, Setups, and General Labor**

### **Service rates are as follows:**

- ◆ Minimum charge per job – \$125.00
- ◆ 1 person – \$75.00 per hour
- ◆ 2 people – \$105.00 per hour
- ◆ 3 people – \$150.00 per hour
- ◆ 4 people – \$200.00 per hour
- ◆ 5 people – \$250.00 per hour
- ◆ 6 people – \$295.00 per hour
- ◆ A fuel surcharge will be charged per delivery based on the market price of fuel, the weight of the delivery, as well as distance traveled.

Billing is to the closest quarter-hour, and there is a minimum charge per job of \$125.00. All service billings are based upon an eight-hour day. For any service performed beyond the eight-hour day or on weekends, the client will be charged at VDD's overtime rate, which is one and one-half times our normal rate.

**Delivery rates apply to pickup or delivery cancellations within a 24-hour period of pickup or delivery or non-acceptance of merchandise by customers.**

## **Installation of Artwork, Mirrors, Etc.**

### **Service rates are as follows:**

- ◆ 1 person – \$85.00 per hour
- ◆ 2 people – \$125.00 per hour

Special Circumstances: \$125.00 and up, depending on the scope of the project. The following factors will be taken into consideration:

- ◆ Size and nature of the pieces
- ◆ Composition of the surface upon which the pieces are to be hung
- ◆ Room design and distance from floor (i.e. items being hung on a stairway wall)
- ◆ Any other factors that may impact the degree of difficulty of the job

The customer agrees to pay any additional fees associated with renting and setting up scaffolding or additional equipment or materials as needed.

**VDD is not responsible for inferior workmanship of any item to be hung, for any surface to be hung on, or for pipes, plumbing, or electrical conduits behind walls. VDD has the right to refuse any hangings it deems unsafe. VDD is responsible for VDD's own negligence only.**

## **Payment**

Client acknowledges that VDD shall have a lien on all merchandise in its possession for all accrued and unpaid charges, including monies advanced to third parties on behalf of client. Merchandise held may be sold to pay delinquent charges and expenses of sale, after due notice to client and publication of the time and place of the sale as required by applicable law. No merchandise will be released from VDD's warehouse until all charges are paid in full, unless otherwise agreed in writing by VDD.

## **Freight Receiving Procedures – PLEASE READ CAREFULLY**

**ALL freight received by VDD from Freight Carriers (this does not include UPS and FEDEX) will be opened BEFORE signing the Bill of Lading, whenever permitted. However, some Freight Carriers will not allow us to open boxes that show no exterior signs of damage. If the Freight Carrier refuses to allow us to open the item before signing the BOL, you, as our Client, acknowledge that once we sign the BOL and accept the shipment without opening and inspecting the items, any damage to the item(s) are your responsibility. We will assist in coordinating any repairs and claims that may arise. We inspect for obvious manufacturing defects; however, we cannot be held responsible for inferior workmanship not readily apparent.**

**When a freight company refuses the inspection of goods prior to VDD signing the BOL, VDD will stamp the BOL with a disclaimer that states that VDD was not permitted to open and inspect the goods prior to accepting, and is therefore in no way responsible for any damage found after opening and inspecting.**

**Freight claims are between the designer, the freight company, and the manufacturer. If the freight company denies your claim, VDD is in no way responsible for the damage, even if VDD files the claim on your behalf. Storage will be charged on the damaged piece after one month until it is picked up (please see the section on storage for more information).**

**If damages are found at the time of receipt before signing the BOL, we will call you for instructions. We will describe the nature of the damage, and either accept or refuse the damaged goods, based on your instruction. All damages or exceptions will be noted on the driver's BOL, and photographs will be obtained, whenever possible.**

**If we cannot reach you, VDD reserves the right to determine whether to accept the damaged item or refuse the shipment. Client agrees to abide by this decision, and will in no way hold VDD responsible for freight damage. VDD will provide a copy of the BOL in such an instance.**

### **General Conditions**

Vault Designer Delivery will maintain current vehicle insurance, general liability insurance, worker's compensation insurance, and carrier's liability valuation coverage of \$.60 cents per pound for articles in our possession. The maximum of VDD's liability under our published rates is \$.60 per pound per job. In no event shall VDD be liable for any loss or damage, except when caused by VDD's own negligence. This includes items received and inspected by VDD. VDD is not liable for freight damage or manufacturing defect not noted at the time of the inspection process, and is not responsible for repairing or replacing said item. In such a case, the receiving/inspection charge may be credited to Client. VDD assumes no liability for loss or damage to Client's merchandise caused by acts of God and/or nature, or any other causes beyond VDD's control. VDD does not insure for total loss of any items in its possession. This includes art, antiques, or other irreplaceable merchandise. Client must obtain his/her own coverage and assumes full responsibility in case of a complete loss or non-repairable damage to merchandise.

VDD reserves the right to repair any damage at its own discretion. No third party repairs will be honored without a written estimate and VDD's prior written consent. Customer understands they will not be able to recover the difference between the original value of the damaged item and the repair cost. If the damaged item is part of a set, VDD is not responsible for the value or replacement of the entire set. The total value of a set will be assessed and divided by the number of items in the set to determine the value of the damaged item.

**VDD realizes in many situations the value of property you consign to us may exceed the limits of VDD's insurance. For that reason, it is the Client's responsibility to insure against events where VDD is not liable. Most business and homeowners policies will already do this. Please check your policy to be sure you are covered to your desired extent.**

VDD offers valuation coverage that will cover all items including art, antiques, and other irreplaceable merchandise for damage only, at the cost of \$15.00 per \$1,000.00 of coverage up to \$50,000.00, with a \$500.00 deductible. Client must contact VDD in writing to request this additional valuation coverage.

Clients may come to the warehouse to view their items with at least 48 hours notice. 48-hour notice does not guarantee access to or viewing of the Client's articles within 48 hours. The Client may only view their items when accompanied by a representative from VDD, and at a time agreeable to VDD. Client is responsible for any charges associated with handling items for viewing.

Upon receipt of these terms and/or by the Client allowing VDD to perform services on their behalf, it will be acknowledged that the Client has accepted these terms and conditions and will be bound by them in lieu of a signature on the Acknowledgement Page. VDD retains the right to modify the terms and conditions contained herein with 30 days written notice to client.

Any claim or controversy arising out of, or related to, business transacted between the Client and VDD pursuant to these terms and conditions, whether such claims be founded in tort or contract, shall be settled by arbitration under the rules of the American Arbitration Association in effect, with venue in Palm Beach County, Florida. The arbitrators may not vary any of the terms or conditions contained herein. All sales are final.

\*\*\* Acknowledgement on next page \*\*\*

## VDD Terms and Conditions Acknowledgment

Firm Name: \_\_\_\_\_

Principal's Name: \_\_\_\_\_

Complete Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_

Secondary Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

We hereby affirm our receipt and understanding of these terms and conditions from

Vault Designer Delivery this \_\_\_\_\_ day of \_\_\_\_\_, 2014.

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

***Please sign and fax this page to 561-296-6223, or scan and email to info@mysdsinc.com.  
Thank you!***

VDD Designer Acknowledgement