

Delivery Policy and Terms

This Delivery Policy outlines the terms and conditions for receiving flooring orders from Corbin's Flooring Outlet. By placing an order, you acknowledge and agree to the following:

1. Delivery Process

- All orders are shipped via a semi-truck and include **liftgate service**, which ensures your pallet is safely lowered to the ground at the delivery location.
- This service covers the unloading of the pallet only. Delivery drivers are **not responsible for unloading individual boxes** or transporting materials into your home.

2. Garage or Carport Deliveries

- If your garage or carport is easily accessible, the delivery driver may, at their discretion, assist in rolling the pallet into the garage or under a carport.
- This assistance is provided as a courtesy and is not guaranteed. Corbin's Flooring Outlet cannot guarantee additional handling beyond unloading the pallet itself.

3. End-of-Driveway Deliveries

- In situations where a semi-truck cannot access your driveway due to space or other restrictions, the pallet will be delivered to the **end of the driveway** or the closest accessible area.
- Customers are responsible for ensuring the driveway is accessible prior to delivery or arranging assistance for transporting materials from the drop-off point to their desired location.

4. Delivery Timeline

- Orders are typically delivered within **2-10 business days** after shipping. While we strive to ensure timely delivery, unforeseen circumstances such as weather or carrier delays may affect these timelines.

5. Delivery Acceptance Requirements

- **Someone over the age of 18 must be present** to accept the delivery.

6. Driver Communication

- While drivers often call beforehand to provide a delivery time estimate, **this is not always guaranteed**. In some cases, the driver may arrive unannounced.
- If the delivery recipient is absent during delivery, the driver may have to leave the pallet in the driveway.

7. Customer Responsibilities

- It is the customer's responsibility to:
 - Ensure someone is available to receive the delivery during the estimated delivery window.
 - Provide a safe and accessible delivery location for the semi-truck and pallet unloading.
 - Arrange for the transportation of materials into the home, if needed.

8. Limitations of Service

- Please note that this is **not a white-glove delivery service**. The driver's responsibility ends with unloading the pallet safely to the ground. Any assistance beyond this point is outside the scope of our standard delivery terms.

9. Liability Disclaimer

- Corbin's Flooring Outlet is not responsible for:
 - Damages resulting from the customer's failure to prepare for delivery or move materials.
 - Delays caused by the carrier or circumstances outside our control.
 - Additional handling of materials beyond pallet unloading.

By confirming your order, you agree to the terms outlined in this policy. For questions or concerns about your delivery, please contact us prior to shipping.

Contact Information:

Corbin's Flooring Outlet



706-840-6781



corbinsflooringoutlet@gmail.com



3105 Spring Grove Dr. Ste F2. Augusta, GA 30906

Acknowledgment and Agreement

I, the undersigned, acknowledge that I have read, understood, and agree to the terms outlined in this Delivery Policy.

Customer Name

Business Representative Name

Customer Signature

Business Representative Signature

Order Number

Date

Date