



ACACIA
AWNINGS

DELIVERY INSTRUCTIONS

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Please note that the estimated delivery time quoted to you at the time of your order is based on information received from the manufacturer at that time. It can never be a guarantee of delivery time. Acacia Group Inc will inform you immediately if we become aware of a change in circumstance from the manufacturer.

In keeping with our high standard of customer service, both as a company and with the manufacturers we represent, we would ask that you keep the following instructions for when you receive your order.

Many of our products are shipped via Common Carrier/Freight Truck, using several different Common Carrier companies which are selected at the discretion of Acacia Group Inc or of our represented manufacturers.

The carrier (delivery company) is paid to call you and set up a delivery time. At that time, please take down the shipping company name and phone number. If they don't show up exactly on time, it would be the shipping company you would call. Acacia Group Inc is not responsible for how the shipping company adheres to their shipping schedules. We will assist in any way we can however we may not be able to affect the day's outcome.

The following applies to most common carrier deliveries.

Shipments by common carrier are delivered to or as close to the purchaser's property line (Driveway) provided the location is deemed accessible by the delivering freight carrier. The drivers' responsibility ends by opening the back of the truck. The driver is not responsible to unload to the curb. It is highly recommended that you have someone to help you unload your unit from the truck and into the garage or backyard.

A standard 12' x 10' patio awning weighs approximately 160 pounds. In all cases your unit will be shipped and packaged such that two people can carry any portion of your unit.

You will be given a reasonable time frame to unload freight ranging between 15-30 minutes. Please be aware that freight is prepaid and that no additional expenses should be paid to delivering freight Carriers for deliveries described above. In the event that a clerical error has occurred - call us 1 855 866 877 0.

If you wish to have the shipping company do more than what has been laid out above, they do have "pay for service" options available. You will need to discuss that with the shipping company when they call to make the delivery time arrangements.

SHIPPING LOCATIONS

The Acacia Group Inc 'Free Delivery' includes standard ground shipping by Common Carrier on all orders to most major centres in Canada.

Please note that this offer does not include freight rate up-charges to Newfoundland and Labrador, Nunavut, NWT, Yukon or other northern or remote areas. Shipping charges will be added for anything other than our standard methods of shipping and for stand-alone options. This 'Free Delivery' offer does not include unloading of said products.

Areas of limited accessibility will be exempt from this offer. It will be deemed the customer's responsibility to inform Acacia Group Inc of the potential limitations of their geographic location and appropriate freight rate up-charges will apply accordingly.

Acacia Group Inc reserves the right to end or change this 'Free Delivery Offer' at any time. Please contact us for shipping rates on orders that may not meet standard shipping requirements at 1 855 866 877 0.

IN CASE OF DAMAGE

Please note that shipping companies reserve the right to come out to the site to inspect any damages being claimed.

Most shippers and drivers are wonderful people and honestly do their best to assist you, however damage and accidents can occur. If there is damage, stay calm, there is always someone to assist you with the inconvenience. Call us right away and we will solve the problem promptly and, in a time efficient way.

YOUR RESPONSIBILITIES

Inspect the boxes carefully for any damage or holes.

Please note ALL damages on the bill of lading which the driver has you sign.

There may not be any damage to the unit itself, however, if we do need to get some new parts out to you, knowing who is responsible for the damage will help to speed the process up.

Please understand that it is only the most extreme cases of damage where the shipment should be refused. If you are considering refusing, please attempt to get hold of us while the driver is still there. We will try to guide you in this decision.

If the damage is so severe as to warrant that the unit be refused, know in advance, that it may take a few weeks or more to get a replacement shipped.

WHAT WE CAN DO

Work with you, the shipping company, and the manufacturer to get you the replacement parts as quickly as possible. Manufacturing times and shipping distances will obviously affect timelines.

WHAT WE CAN'T DO

Get replacement materials for damage that is not noted at the time of delivery.

Honor claims of damage after the unit has been signed for 'as received in good condition'.

Offer 'inconvenience' compensation for timelines that change due to manufacturing or shipping delays.

Offer compensation for agreements between our customers and their contractors that may be affected by manufacturing or shipping delays.

We hope we can be of service to you again.