

CWN SHIPPING & HANDLING GUIDELINES

In an effort to provide the best possible service to you, our customers, Capitol Wholesale Nursery, Inc. offers a custom delivery system designed to fit your schedule. To ensure everything goes smoothly with your deliveries, we've come up with a list of guidelines we ask you to keep in mind when scheduling a delivery from us.

○ Our delivery truck **MUST** be able to reach the chosen off-loading zone. This means there must be a minimum of 14-ft. of vertical clearance and the drive can be no less than 13-ft. wide. There must also be a minimum of 5-ft. of clear space behind the truck for unloading. Whether or not the truck will fit in a particular space is left solely to the driver's discretion. If the truck will not fit in a given space, the plants will be off-loaded as close as possible and it will be up to the on-site crew to transport the materials where they are needed.

○ We do require a crew to be on-site at the time of delivery. They will be responsible for the off-loading of the materials. If this is not possible, we can send an additional handler with our driver for an additional cost but this must be arranged prior to the delivery. **There will be a surcharge of 5% if there is no crew on site and/or driver has to unload without assistance.** Remember these are perishable goods and cannot be left without care. CWN will not be held accountable for the condition of untended materials.

○ Larger items, such as 36-inch box trees, will require either a crew of at least three (3) able-bodied persons or, preferably, heavy equipment (forklift, bobcat, etc.) capable of moving up to 1,300 lbs. on-site.

○ If there is a need for a hand-truck, one can be sent with the delivery truck but it must be requested prior to shipping as we do not keep one on-board at all times. Our hand-truck can handle trees up to 24-inch box size only. Anything larger will require on-site machinery as described above or another means of transportation.