

Toomey Rents' Delivery & Pickup Policies

For Home and Commercial Delivery Locations

*These policies specifically refer to any and all deliveries & pickups being made to a home or commercial location. Exceptions to these policies (or **special delivery criteria**) will appear on **Delivery Slips** in the notes location. No **special delivery criteria** will ever be authorized except when issued directly through the store.*

Authorized Delivery Points:

In advance of delivery all customers are asked to provide a clear space large enough to accommodate rented equipment and are told that the following are acceptable delivery points:

1. An open garage, shed or barn
2. A covered porch or other storage area
3. A loading dock
4. Any location mentioned in the notes section of the **Delivery Slip**

Delivery Teams are specifically prohibited from leaving equipment in any other type of location unless the **Delivery Slip** specifically calls for it. If none of the authorized types of delivery points are present and the customer is available have them contact Toomey Rents at (508)-791-2383 before unloading the vehicle. In the event that no customer is available Teams should contact the store for instructions.

Delivery Teams may not, under any circumstances, authorize **special delivery criteria**. Toomey Rents should be contacted whenever there is a question about a delivery point.

Specific Instructions and Special Exceptions:

Delivery Teams may not move customer property in order to make room for equipment that's being delivered or picked up. In the event that something is blocking access to a delivery point it is the customer's responsibility to move that item.

Delivery Teams are also specifically prohibited from carrying equipment OVER, THROUGH or BETWEEN any items that may be in the space between the delivery point and the delivery vehicle.

If a delivery point is not large enough to accept an order, or a delivery point is un-accessible for any reason, contact Toomey Rents for instructions.

On Pickup all items should be broken down and in the same area where they were delivered. In the event that items are not broken down or are not at an appropriate delivery point (and no special instructions are available on the **Delivery Slip**) Delivery Teams should contact Toomey Rents before proceeding with the pickup.