Bulk Delivery Policy

Wallace Farm, Inc. provides a delivery service to customers ordering bulk products. Our goal is to deliver products safely and without causing damage to customer or company property, while providing excellent customer service.

To ensure Wallace Farm, Inc. accomplishes this goal, we require customers to agree to the following responsibilities and acknowledge your responsibilities by signing and returning a copy of this policy to Wallace Farm at least 24 hours prior to delivery day.

1. A homeowner or designee over 18 years old must be present on-site for all deliveries unless prior arrangements have been made with the Wallace Farm office.
2. There must be adequate clearance for the size of truck expected.
3. The dump location must be appropriate to handle the truck and product load. Drivers will assess:
   a. Driveway conditions
   b. Ground moisture
   c. Presence of irrigation systems

Drivers are instructed to immediately contact the Wallace Farm office for the following conditions. Wallace Farm management reserves the right to refuse delivery for these circumstances.

- Homeowner or designee is not present
- Any conditions are considered unsafe by the driver
- Potential for customer or company property damage
- Driver is asked to cross someone's property other than the customer's

Customers are responsible for the delivery charge if (1) we arrive on-site and there is no one present to receive the delivery or (2) we are unable to unload due to difficulty at the location.

Reschedule Policy: If there is a need to reschedule your delivery for any reason, we will do our best to work with you. In return, we appreciate at least a 4-hour notice for rescheduled deliveries.

Thank you for helping us provide you with excellent products and service, while protecting your property and ours.

By signing this document, I am acknowledging receipt and understanding of this policy and agree to comply 100% with this policy.

_____   _____

Customer Name   Delivery Date

_____   _____

Customer Signature   Date