



Local Freight Delivery Policy

Delivery Scheduling

Deliveries must be scheduled with Profoam Customer Service and not the delivery driver. All correspondence will be facilitated via the office and/or the local sales rep.

Hours of Operation

Delivery hours are Monday-Friday, 7:00 AM - 5:00 PM. Deliveries requested outside of these hours may be subject to additional charges and may require prior arrangement.

Rush Fee

A **\$100** rush fee may be applied to deliveries requested for same-day service or outside of standard operating hours. Rush deliveries are subject to driver availability.

Delivery Rates

Delivery rates are calculated based on the shortest distance from our facility to the delivery location.

Distance (Miles)	Rate
0 - 100	\$200.00
100 - 200	\$400.00
200+	Custom Quote

Offloading Policy

- Customers are required to be present at the time of delivery to inspect the freight and sign the receiving paperwork.
- Profoam's driver will be responsible for unloading the freight from the vehicle. Any movement beyond the standard point of delivery, such as inside a shop or garage, is not permitted to be handled by the driver.
- Freight deliveries will arrive **palletized** and Profoam will determine if the material needs to be transported with a lift gate prior to delivery. The customer is responsible for providing a suitable unloading zone for a pallet jack to offload the material. The driver will not un-band palletized drums for unloading.
- The driver is not responsible for the removal of empty drums from the customer's location. A disposal fee will be applicable if the driver is asked to remove empty drums.