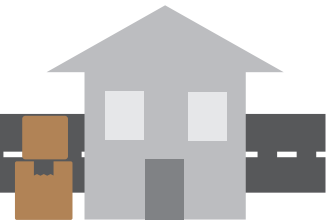


# RULES & EXCEPTIONS

## ESTES FINAL MILE®



SERVICE LEVEL	RULES	EXCEPTIONS
<p><b>Front Door</b></p>	<ul style="list-style-type: none"> <li>• Maximum palletized shipment size per piece: Pallet: 60" x 48" x 84" @ 1,500 lbs., with side entry for pallet jack.</li> <li>• Maximum size for loose piece: 96" x 48" x 36" @ 75 lbs.</li> <li>• For residential deliveries, individual unit weight cannot exceed 500 lbs., and shipment must be palletized.</li> <li>• Clear access to the residence via paved driveway (not gravel) that can support the delivery vehicle.</li> <li>• Delivery should be less than 100' from where the delivery vehicle must park.</li> <li>• Streets where delivery occurs must be a minimum 10' wide, have a 14' clearance for limbs or wires, have no weight restrictions, and have sufficient space for turning around a commercial vehicle</li> <li>• Driveways have the same requirements as streets approaching the residential delivery, and should be a maximum of 100' in length from the road.</li> <li>• Sidewalks or walkways should be paved (the width should be approximately 30 to 36 inches) and able to support the shipment's weight on either a pallet jack or two-wheel hand-truck or dolly.</li> <li>• Central receiving areas are required for high-rise buildings where dwellings are above the first floor.</li> <li>• No steps or steep inclines for reaching the residence</li> <li>• Return Pickup at the time of delivery is not included in the service unless Dispatch has approved and assigned a separate order for the pickup portions.</li> <li>• Debris and/or pallet removal is not part of the of the delivery service.</li> </ul>	<ul style="list-style-type: none"> <li>• For shipments exceeding maximum dimensions and weight, work with Operations and Pricing for solutions and approval.</li> <li>• All delivery attempts are at the driver's discretion about the overall safety of the surrounding area, such as when encountering unfriendly animals or if an inside delivery will damage the residence, flooring, property, or surroundings.</li> </ul>
<p><b>Entryway</b></p>	<ul style="list-style-type: none"> <li>• Maximum palletized shipment size per piece: Pallet: 60" x 48" x 84" @ 1,500 lbs., with side entry for pallet jack.</li> <li>• Maximum size for loose piece: 96" x 48" x 36" @ 75 lbs.</li> <li>• For residential deliveries, individual unit weight cannot exceed 500 lbs., and shipment must be palletized.</li> <li>• Clear access to the residence via paved driveway (not gravel) that can support the delivery vehicle.</li> <li>• Delivery should be less than 100' from where the delivery vehicle must park.</li> <li>• Streets where delivery occurs must be a minimum 10' wide, have a 14' clearance for limbs or wires, have no weight restrictions, and have sufficient space for turning around a commercial vehicle</li> <li>• Driveways have the same requirements as streets approaching the residential delivery, and should be a maximum of 100' in length from the road.</li> <li>• Sidewalks or walkways should be paved (the width should be approximately 30 to 36 inches) and able to support the shipment's weight on either a pallet jack or two-wheel hand-truck or dolly.</li> <li>• Central receiving areas are required for high-rise buildings where dwellings are above the first floor.</li> <li>• No steps or steep inclines for reaching the residence</li> <li>• Inside deliveries must fit through the doorway (typically 36") without altering the product, packaging, or building's entrance.</li> <li>• All inside deliveries must have a clear, unobstructed path to the destination.</li> <li>• Delivery does not include the removal of doors from hinges or moving furniture</li> <li>• Return Pickup at the time of delivery is not included in the service unless Dispatch has approved and assigned a separate order for the pickup portions.</li> <li>• Debris and/or pallet removal is not part of the of the delivery service.</li> </ul>	<ul style="list-style-type: none"> <li>• For shipments exceeding maximum dimensions and weight, work with Operations and Pricing for solutions and approval.</li> <li>• Inside deliveries exceeding 150 lbs. per unit (200 lbs. per handling unit for White Glove) or with dimensions exceeding maximum specifications may require additional personnel and fees</li> <li>• All delivery attempts are at the driver's discretion about the overall safety of the surrounding area, such as when encountering unfriendly animals or if an inside delivery will damage the residence, flooring, property, or surroundings.</li> </ul>

# RULES & EXCEPTIONS

## ESTES FINAL MILE®



SERVICE LEVEL	RULES	EXCEPTIONS
<p><b>White Glove</b></p>	<ul style="list-style-type: none"> <li>• For residential deliveries, individual unit weight cannot exceed 500 lbs., and shipment must be palletized.</li> <li>• Clear access to the residence via paved driveway (not gravel) that can support the delivery vehicle.</li> <li>• Delivery should be less than 100' from where the delivery vehicle must park.</li> <li>• Streets where delivery occurs must be a minimum 10' wide, have a 14' clearance for limbs or wires, have no weight restrictions, and have sufficient space for turning around a commercial vehicle</li> <li>• Driveways have the same requirements as streets approaching the residential delivery, and should be a maximum of 100' in length from the road.</li> <li>• Sidewalks or walkways should be paved (the width should be approximately 30 to 36 inches) and able to support the shipment's weight on either a pallet jack or two-wheel hand-truck or dolly.</li> <li>• Central receiving areas are required for high-rise buildings where dwellings are above the first floor.</li> <li>• Inside deliveries must fit through the doorway (typically 36") without altering the product, packaging, or building's entrance.</li> <li>• All inside deliveries must have a clear, unobstructed path to the destination.</li> <li>• Delivery does not include the removal of doors from hinges or moving furniture</li> <li>• White Glove is always a two-person service</li> <li>• White Glove service that requires moving the shipment up or down one flight of stairs from the entrance must have stairs or an elevator to the floor of delivery that can support the shipment's weight and dimensions.</li> <li>• Return Pickup at the time of delivery is not included in the service unless Dispatch has approved and assigned a separate order for the pickup portions.</li> </ul>	<ul style="list-style-type: none"> <li>• For shipments exceeding maximum dimensions and weight, work with Operations and Pricing for solutions and approval.</li> <li>• Inside deliveries exceeding 150 lbs. per unit (200 lbs. per handling unit for White Glove) or with dimensions exceeding maximum specifications may require additional personnel and fees</li> <li>• All delivery attempts are at the driver's discretion about the overall safety of the surrounding area, such as when encountering unfriendly animals or if an inside delivery will damage the residence, flooring, property, or surroundings.</li> </ul>
<p><b>White Glove with Assembly</b></p>	<ul style="list-style-type: none"> <li>• For residential deliveries, individual unit weight cannot exceed 500 lbs., and shipment must be palletized.</li> <li>• Clear access to the residence via paved driveway (not gravel) that can support the delivery vehicle.</li> <li>• Delivery should be less than 100' from where the delivery vehicle must park.</li> <li>• Streets where delivery occurs must be a minimum 10' wide, have a 14' clearance for limbs or wires, have no weight restrictions, and have sufficient space for turning around a commercial vehicle</li> <li>• Driveways have the same requirements as streets approaching the residential delivery, and should be a maximum of 100' in length from the road.</li> <li>• Sidewalks or walkways should be paved (the width should be approximately 30 to 36 inches) and able to support the shipment's weight on either a pallet jack or two-wheel hand-truck or dolly.</li> <li>• Central receiving areas are required for high-rise buildings where dwellings are above the first floor.</li> <li>• Inside deliveries must fit through the doorway (typically 36") without altering the product, packaging, or building's entrance.</li> <li>• All inside deliveries must have a clear, unobstructed path to the destination.</li> <li>• Delivery does not include the removal of doors from hinges or moving furniture</li> <li>• White Glove is always a two-person service</li> <li>• White Glove service that requires moving the shipment up or down one flight of stairs from the entrance must have stairs or an elevator to the floor of delivery that can support the shipment's weight and dimensions.</li> <li>• Return Pickup at the time of delivery is not included in the service unless Dispatch has approved and assigned a separate order for the pickup portions.</li> </ul>	<ul style="list-style-type: none"> <li>• For shipments exceeding maximum dimensions and weight, work with Operations and Pricing for solutions and approval.</li> <li>• Inside deliveries exceeding 150 lbs. per unit (200 lbs. per handling unit for White Glove) or with dimensions exceeding maximum specifications may require additional personnel and fees</li> <li>• White Glove's light assembly feature assumes approximately 15 minutes of assembly with basic hand tools. Projects that include water, sewer, gas or electrical connect and wall mounts are not part of the assembly.</li> <li>• All delivery attempts are at the driver's discretion about the overall safety of the surrounding area, such as when encountering unfriendly animals or if an inside delivery will damage the residence, flooring, property, or surroundings.</li> </ul>