



DICK'S RESTAURANT SUPPLY DELIVERY INSTRUCTIONS

Thank you for your purchase. To ensure your delivery goes smoothly, safely, and with minimal disruption to your daily operations, please review the following information carefully. These guidelines help us serve you efficiently while protecting your space, your team, and ours.

Please note that our delivery people are not installers. If you would like Dick's Restaurant Supply to handle installation and final connections of your equipment in addition to delivery please speak with your sales person about this service prior to delivery.



Delivery to your jobsite includes the following:

- Receiving at our warehouse and inspection of shipment for damage
- Delivery to your place of business
- Uncrating and assembly of equipment, if requested
- Setting equipment in place
- Clean up and hauling away of packing debris

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For a successful delivery, the more we know ahead of time, the better. Here's what we need from you:

- 1.** A level, paved parking area close to the job site, with adequate room for a large delivery truck. This area also needs to include enough room to offload and stage the equipment.
- 2.** You'll need to measure all doorways and hallways between the truck and the final place for the equipment, and give those measurements to your salesperson. This will help determine whether or not your equipment will fit into your building easily and which tools we need to bring.
- 3.** At the scheduled time of delivery, you'll need to provide unobstructed access through hallways and doorways. If delivery personnel have to move other things out of the way in order to deliver your equipment, this could add additional time and charges to your delivery.
- 4.** If we are replacing an old piece of equipment, the old unit should be removed prior to our delivery, unless you have specifically contracted Dick's Restaurant Supply to remove the old equipment and haul it away. There are additional charges for this service. Removing old equipment ahead of time will give you the opportunity to clean the space where the new equipment will be placed prior to its delivery.
- 5.** We can move equipment up or down stairs, ramps, or elevators as long as we are notified prior to delivery. Delivery up or down stairs may require equipment rental or additional manpower to perform the job safely, and may incur additional charges.
- 6.** Delivery charges are based on a single delivery to the job site. Multiple trips will incur additional charges for time, equipment, and manpower.
- 7.** You or your representative **MUST** be present at time of delivery, without exception. We will not attempt a delivery if you or your representative are not there. If we have to make arrangements to redeliver due to a no-show, additional delivery charges will apply. Please note our drivers will only wait 15 minutes before continuing on to their next scheduled delivery.
- 8.** Please note our delivery personnel are **NOT** installers. They are not licensed or bonded to do electrical, plumbing, mechanical, or carpentry work of any kind.

All electrical, plumbing, mechanical, or gas connections and disconnects should be made by a licensed and bonded installer at time of installation or start up.

Dick's Restaurant Supply is happy to provide separate installation services by a qualified licensed and bonded installer. Please make arrangements with your salesperson prior to delivery, and note that additional charges apply for this service.

9. All gas equipment should be calibrated by a licensed gas installer at time of installation and start up. Calibration of gas equipment is not covered under factory warranty. Dick's Restaurant Supply is happy to provide separate calibration services by a qualified licensed and bonded installer. Please make arrangements with your salesperson prior to delivery, and note that additional charges apply for this service.

10. If this is a residential delivery please be aware that our delivery personnel are NOT licensed or bonded to enter your home. All residential deliveries will be dropped at the curb, set on your driveway, or in your garage, whichever you prefer.

11. Payment in full of all product is expected prior to delivery. If your salesperson has made arrangements for a payment upon delivery, please do not expect your delivery team to make alternate payment arrangements upon delivery. We respectfully request that you avoid inconvenience by making any change in your payment method in advance. If an attempted delivery cannot be completed because payment is not collected, there will be an additional charge for rescheduling the delivery.

After delivery service:

- Please keep a copy of your sales receipts filed away safely for any warranty claims.
- For assistance with warranty or service contracts please contact your sales person.
- For any other advice or assistance on your delivered order please contact your sales person.

Thank you again for your purchase. We value your partnership.

Sincerely,

The Dick's Restaurant Supply Sales Team



DICK'S RESTAURANT SUPPLY STORE HOURS & LOCATIONS

Bellevue Store

2102 140th Ave NE
Bellevue, WA 98005

877-892-1819 toll free

425-289-0680 phone

425-289-0683 fax

Hours:

M-F: 9:00 am - 5:00 pm

Sat: 10:00 am - 4:00 pm

Mount Vernon Store

324 Chenoweth Street
Mount Vernon, WA
98273

877-821-5335 toll free

360-848-0259 phone

360-848-0359 fax

Hours:

M-F: 8:30 am - 5:00
pm Sat: 10:00 am -
4:00 pm

Seattle Store

2963 First Ave S Seattle,
WA 98134

800-294-7598 toll free

206-382-0160 phone

206-382-0254 fax

Hours:

M-F: 8:30 am - 5:00 pm

Sat: 10:00 am - 4:00 pm