

# Lift Chair Residential Drop Ship

(Effective 2019, 02-01)

**Service Contract:** For any drop shipments out our service area Golden requires the purchase of a One Year Service Contract, at minimum. The options with cost to customer are as follows:

1yr	\$50.00
2yr	\$75.00
3yr	\$99.00

The service contract means that no matter where we ship to, Golden will make sure that some company will provide any warranty work that is needed.

## Residential delivery options: (Excludes PR-502)

**\*\* Also see chart below for White Glove Rural deliveries (extra charges apply)**

### I. Residential Curbside (\$129.00)

During a residential curbside delivery, the driver will leave the product in the driveway or on the porch, as long as there are no steps leading to either. The customer is responsible for getting the product inside their home.

### II. Residential Inside (\$159.00)

Residential inside deliveries are the most common form of residential delivery requested by Golden Technologies' customers. As with business inside delivery, the strict definition of this delivery is to move the product across the threshold of the entrance of the building. However, there are certain policies that freight companies have in place that may affect your request for a residential inside delivery. By federal law, freight carriers will not complete a residential inside delivery under the following circumstances:

- the delivery address is not accessible using a standard freight truck;
- the distance between the roadway and the entryway is unreasonably long;
- there is any number of stairs leading to the front door;
- the door is not wide enough for the Golden unit to fit through while still in its box.

Regular freight carriers cannot accommodate the above requests due to limits of liability. The reason that regular carriers are priced more competitively than White Glove services are due to White Glove agents' needs for all-encompassing liability insurance. Were a regular carrier to damage a Golden lift chair while bringing it upstairs or unpacking it, they would not be liable for the damage, because they are explicitly forbidden by their rules tariffs to perform such tasks.

### III. White Glove (\$255.00)

White Glove service is the most involved delivery service we offer at Golden Technologies. In a White Glove service, a White Glove agent will:

- Deliver the unit inside the customer's home;
- Unpack the unit;
- Set it up in the room of their choice;
- Connect the power;
- Remove all packing debris.

During this type of delivery, there are certain terms and restrictions:

- o Before delivery, the customer must clear the space where the chair is to be set up, as well as a path leading to it.
- o If the agent must go up or down more than one flight of stairs, Golden *must* be notified when the order is placed. Agents will certainly do this, but additional fees may apply.
- o The determination of whether or not a living space is unsanitary is reserved to the discretion of the White Glove agent. If a White Glove agent feels a true and direct threat to his health and well-being, he will contact Golden, who will contact the dealer.
- o Agents have up to twelve days from the day the unit ships from Golden to deliver the unit, unless delay is due to unavailability of the end user or inclement weather.
- o Agents will contact the end user beforehand, to schedule a delivery window; agents are not required to give less than a four-hour delivery window, although they may narrow that down if they can.
- o There is no training involved with White Glove delivery.

**IV. White Glove (Rural) (\$385.00)**

Please use the above chart in determining whether or not the delivery is to be classified RURAL using White Glove Delivery. If the Ship To zip code matches any of the first three digits or any of the entire zip below shipment is considered Rural.

Alabama	354-358,360,363,364,367-369	Nebraska	683- 693
Arizona	853,856,855,859,860,863-865	Nevada	893,894,898
Arkansas	716-721, 724-727,728, 729	New Hampshire	035-037
California	922-925,929 -945,950-955,960,961	New Jersey	None
Colorado	804-816	New Mexico	870,873-884
Connecticut	None	New York	129,136,137.139
Delaware	199	North Carolina	278,279,285,289
Florida	323-324, 33036,33037,33040-33052,33070	North Dakota	ALL
Georgia	304,305-310,315-319,398	Ohio	434,445
Idaho	ALL	Oklahoma	734-739, 745-747, 749
Illinois	609,610,612-619,623-629	Oregon	971,973-979
Indiana	465-467,475-477	Pennsylvania	155,158,163-169,177,188
Iowa	502-508,510-514,520,521,525-528	Rhode Island	None
Kansas	664- 669,674-679	South Carolina	295,298,299
Kentucky	408,409,411-427	South Dakota	ALL
Louisiana	706,712-714	Tennessee	373,374,382-385
Maine	039-049	Texas	754-759,763,764,766-769,776-779,788,790-798
Maryland	206,215-218	Utah	843,845-847
Massachusetts	012-016,025-027	Vermont	050-054 ,054,056-059
Michigan	486-488,490-499	Virginia	224-231,238-246
Minnesota	550,556-568	Washington	982,988,989,993,994
Mississippi	387-389 ,391 ,393-397	West Virginia	ALL
Missouri	634-640,646-648,650-657	Wisconsin	538,539,541,542,544-549
Montana	ALL	Wyoming	ALL

Metro NYC	100, 101, 102, 103, 104, 112 and 113	<b>Metro surcharge may include the five boroughs of Brooklyn, Bronx, Manhattan, Queens and Staten Island</b>
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