



Free Delivery

Procedure Number:

SP – No

Date Written: 01/02/08

Ammended:-01/08/12

Authorised by:

Lorne Bobart - Director

Review Date:

01/08/13

(1) PURPOSE

This policy is to outline the Terms & Conductions of the Camel Tanks Pty Ltd free delivery policy.

(2) SCOPE

This policy applies to all aspects of work (Deliveries) undertaken by Camel Tanks Pty Ltd.

(3) OBJECTIVES

The Objective of this policy is to minimise the cost to Camel Tanks Pty Ltd.

(4) RESPONSIBILITY

The Camel Tanks Pty Ltd Staff will strive to ensure Fast, Safe Hassle free delivery.

(5) POLICY

All deliveries of so marked products shall be delivered at no charge (free). A time frame on site of 1 hour shall be allowed for each delivery. An hourly rate may be charged at the discretion of Camel Tanks Pty Ltd there after (See Current Price List for Hourly Rate). No products will be delivered to a customer under the free delivery policy if it is deemed uneconomical to do so.

Camel Tanks Pty Ltd deliveries are free to most areas, and only approximately one hour on-site is allowed to enable us to be able to maintain free delivery. The customer needs to assist by arranging sufficient manpower to help the driver with the unloading of your tank from the truck. Please have the person/s available to assist at time of delivery. The number of assistants required are as follows.

Slimline Tanks

660 gallon - 2 people + driver

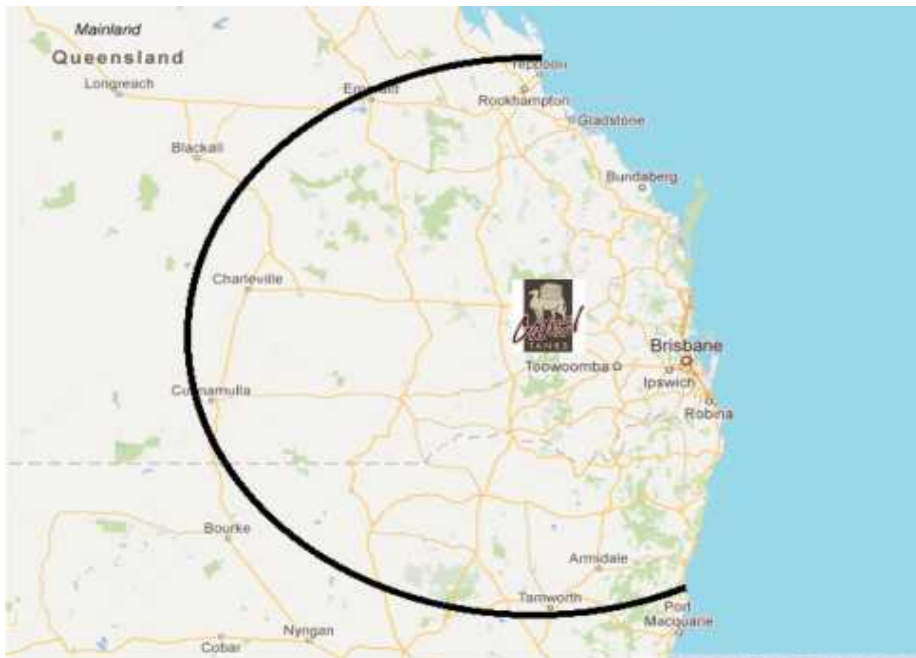
1110 gallon - 3 people + driver

Cylindrical Water Tanks

350 – 2546 gallon - 1 person + driver

3502 – 5373 gallon - 2 people + driver

As each site is different, we will at the time of organising the delivery, try to highlight any difficulties that may hinder the delivery process. **Camel Tanks Pty Ltd's obligation is to**



deliver the tank to the property. Camel Tanks Pty Ltd does not guarantee that the tank will be delivered to the tank site due to access, terrain, low trees or power lines. Once arriving on site, the delivery driver will assess what is possible and safe for all involved. If assistance cannot be provided then the hire or use of any equipment needed is at the purchasers expense and will have to be arranged once the driver has left the site.

If no assistance is available, and the tank is delivered, Camel Tanks Pty Ltd takes no responsibility for any theft or damage to the tank once we have left the premises.

All Tolls, Charges, Fees & Allowances will be payable by the customer. The “Free Delivery Policy” **(only applies to the mapped area below)** and only applies to the first attempt to delivery the said product. Camel Tanks Pty Ltd reserves the right to charge for delivery cost for further attempts to deliver (see Current price list for rate)

(6) See Map Below

Director – Lorne Bobart
01/02/2008

The team at Camel Tanks believe that clear, honest and precise communication is vitally important and will result in total client satisfaction. Meticulous tank delivery procedures have been developed, revised and implemented to make sure that **YOU** the customer **receive service unmatched in the tank industry**. Our unique systems and approach to our clients enables us to provide (at the time of ordering) an approximate date of delivery.

Our highly trained professional delivery personnel conduct all deliveries using our own late model vehicles. 7 years of trading and thousands of satisfied customers have given Camel Tanks Pty Ltd the feedback needed to provide **YOU** with outstanding service. Please contact our professional SALES PERSONELL who are available to assist you with any product, delivery or associated enquiries.