

Salt Delivery Terms & Conditions

Salt Delivery Service Agreement

These terms apply to all salt delivery services provided by Peterson Salt & Water Treatment Company. (Peterson Salt Co., The Company, We).

1. Delivery Scheduling

Residential deliveries are scheduled within a **four (4) hour delivery window block**:

- 8:00 AM – 12:00 PM
- 12:00 PM – 4:00 PM

Commercial deliveries are scheduled within broader routing windows and may not include a defined time window.

Delivery windows are estimates and may vary due to route conditions, traffic, weather, or prior service requirements.

If a customer has a change of ownership or contact person, the ownership should contact Peterson Salt Co. with updated information within 48 hours of the scheduled delivery to avoid unwanted or missed deliveries.

Peterson Salt Co. reserves the right to refuse orders from any customer at its sole discretion, except on the basis of a legally protected class.

2. Customer Availability and Access

Customers are responsible for ensuring access to the delivery location and maintaining any equipment requiring service.

If the customer will not be present at the time of delivery, they must provide **clear instructions in advance**, including but not limited to:

- Authorized placement location for salt bags
- Permission to enter the property if required

- Access codes, keys, or entry instructions
- Directions for filling brine tanks or stacking bags

If access/placement instructions are not provided and the customer cannot be reached, the driver will wait **up to five (5) minutes** before departing from the property.

Peterson Salt Co. recognizes the following holidays and will not make a delivery on these days:

New Year's Day	Labor Day
Good Friday	Thanksgiving Day (and the following Friday)
Memorial Day	Christmas Eve
Independence Day	Christmas Day

We may deliver on any holiday other than those listed above. It is the responsibility of the customer to contact Peterson Salt Co. to reschedule an upcoming delivery if they may not be able to provide access for a delivery.

3. Pricing Matrix and Associated Fees

In an attempt to serve our customers with a simple pricing structure, we include all of our delivery charges (except for required, applicable taxes) in the price per bag. Some price structure exceptions may be made when requested in writing by the customer.

Our current Rate Sheet can be found at www.petersonsalt.com/rate-sheet and applies to all residential properties. All commercial properties receiving less than 20 bags will also be charged according to the Rate Sheet prices.

Commercial properties that have a unique, quoted price but receive less than 20 bags on any given delivery will be charged the Rate Sheet prices for that delivery.

In some instances, the fees listed below may apply.

Fuel Surcharge

When the price of Diesel is over \$4/gallon, The Company may elect to charge a \$5 fuel surcharge for each commercial delivery.

Delivery Outside of Service Area

Customers outside of our 25-mile service area, (calculated on driving distance), will be charged a \$49 delivery fee.

Missed Delivery Fee

If a delivery attempt cannot be completed due to customer unavailability or lack of drop-off instructions, a **\$25 missed delivery fee** will be charged.

Circumstances that may trigger this fee include, but are not limited to:

- Customer not present and unreachable
- No instructions provided for unattended delivery
- Locked gates or inaccessible entry points
- Animals or other conditions preventing safe delivery

Automatic Garage Doors

We require any property with an automatically closing garage door to ensure that the garage door will be open for at least 60 seconds for us to safely enter the garage with our delivery vehicle. Any resulting damage incurred from a garage door closing in less than 60 seconds will be the responsibility of the property owner.

Reschedule/Cancelation Policy

Customers that wish to cancel or reschedule their order must do so within 48 hours of their scheduled delivery date. Any scheduling adjustments within 48 hours of the scheduled delivery date are subject to the Missed Delivery Fee.

4. Minimum Order Requirements

- All deliveries are subject to a **minimum charge equivalent to three (3) bags of salt.**
- Orders containing fewer than three bags may be delivered but will be billed at the **three-bag minimum rate.**
- Orders of **25 lb bags require a minimum quantity of five (5) bags.**

5. Order Adjustments

Customers may request additional bags at the time of delivery **if truck inventory allows**. The Company cannot guarantee availability of additional product beyond the original order.

The Company reserves the right to substitute salt brands and bag sizes of the same type (i.e. coarse salt, pellet salt, iron-reduction salt), using the same price per pound as the established price.

6. Standard Delivery Service Time

Standard residential delivery service is based on an estimated **10–15 minute service time**.

Additional charges may apply if delivery requires significantly more time due to:

- Difficult or extended carry distances
- Multiple flights of stairs
- Obstructed pathways
- Inaccessible or difficult-to-reach softener locations
- Additional labor beyond normal delivery expectations

7. Safety and Site Conditions

The Company reserves the right to **delay, skip, or reschedule delivery** if conditions at the property are deemed unsafe or inaccessible, including but not limited to:

- Ice, snow, or hazardous walkways
- Unrestrained animals
- Blocked driveways or pathways
- Unsafe working conditions

When possible, the Company will attempt to contact the customer to arrange a **rescheduled delivery time**.

8. Payment Terms

Payment may be collected by any of the following methods:

- Prepayment prior to delivery
- Payment at the time of delivery
- Invoice issued after delivery
- Payment by phone following delivery

Failure to remit payment according to agreed terms may result in delayed future deliveries, incurring late payment fees, interest charges, and/or submission of unpaid invoices to a collections agency.

9. Acceptance of Terms

Placing an order for salt delivery constitutes acceptance of these terms and conditions.

*Add something about substituting bags of same type of product.