

Customer Information for the Installation of Sheds, Playsets

Services Provided by XPO

Thank you for purchasing the home services for your new unit. An XPO representative will be contacting you in approximately 1-2 Business Days of your purchase to schedule a convenient time for service (Purchases made after normal business hours, i.e. Friday evenings and weekends, will receive a call on Tuesdays). Service dates and times may be subject to change due to inclement weather. Please contact XPO at 212-855-5555 should you have any additional questions after reviewing the contents of this information sheet.

PLAYSET and SHED information

Homeowner's Responsibility:

The homeowner is responsible for selecting the site for the installation and is responsible for any below-ground damage, which may occur to sprinklers, plumbing, electrical cable, etc as a result of digging. It is the homeowner's responsibility to be aware of these underground obstacles. It is the customer's responsibility to ensure that the land is level and ready for installation of their unit. XPO is not able to landscape or level areas for the unit.

Services Offered:

UX will make sure the assembly site is level at the necessary locations for proper installation of Shed. Playset leveling will only be done where the parts come in contact with the ground. XPO will remove up to 4" of dirt at the playset base. As part of this service agreement, XPO cannot dig through asphalt or concrete, or dispose of dirt removed to make the hole. (XPO will relocate the dirt to another, reasonable location on your property when requested). You may contact XPO to check if this is a service your XPO technician can perform at an additional cost to the homeowner.

Installation Visit:

A family member over the age of 18 must be present in the home while our technician is on your property, this person will be required to sign off on the location and placement of the Shed. A XPO technician will arrive at your home on the scheduled day within a given 4-hour time window. You will need to point out the primary and secondary location you would like the Shed installed, both sites should be located on level ground.

Shed Assembly Only-- Homeowner's Responsibilities:

- Check with Municipality and Homeowner's Association (if applicable) on guidelines pertaining to gym sets i.e. permits
- Determine the exact location and in which direction the front of the shed will face
- Ensure there is either a concrete slab or wooden pallet/base for the shed to be built on
- Be sure all pets are constrained on a leash or lead if they need to be outside while assembly is taking place
- The homeowner must be present and will need to sign-off on the work order once complete
- After the installation it is important to maintain the product based on the manufacturer's recommendations

XPO's policies and procedures:

- Depending on unit, assembly could take anywhere from 3 hours to all day (light permitting)
- Technicians will build the unit to manufactures specifications as seen in the owner's manual/assembly booklet.
- Boxes/Garbage will be consolidated and placed curbside or in another location on the property
- Technician will go over unit with homeowner to ensure they are satisfied with the build prior to signing paperwork (screws are tight and flush, doors and latch work properly, roof is secure, etc)
- XPO may need to reschedule assembly should the following conditions exist:
 1. Temperature below 45 degrees
 2. Inclement weather on the day of appointment
 3. Saturated ground due to previous heavy amounts of rain or snowfall

Playset Services:

- XPO will make sure the assembly site is level at the necessary locations for proper installation of unit.
- Playset leveling will only be done where the parts come in contact with the ground.
- XPO will remove up to 4" of dirt at the playset base. As part of this service agreement, XPO *cannot* dig through asphalt or concrete, or dispose of dirt removed to make the hole. (XPO will relocate the dirt to another, reasonable location on your property when requested). You may contact XPO to check if this is a service your XPO technician can perform at an additional cost to the homeowner.

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