

Contactless Delivery Guidelines (Updated 5/25/2020)

Contactless Deliveries

Due to the Covid-19 Pandemic all deliveries will now be contactless until further notice. Eddie Moore will call the recipient when he arrives. The recipient will be responsible to meet the delivery personnel outside and show an id. The recipient will no longer sign for the delivery. **In addition, all deliveries will be dropped off outside the entrance to the house or apartment building.* It will be the recipient's responsibility to take the items into the home.**

***If the recipient is disabled or elderly**, and does not have anyone to help, the Vincentian should note that on the Gift Certificate (voucher). Eddie Moore may make an exception at his discretion for the elderly or disabled.

Bed Only Deliveries

*These will be done at the reduced rate of \$40 for up to 2 complete beds. Each additional bed is \$5.

*Bed only deliveries will be done once per week initially. If demand warrants, they will be done twice per week.

*Eddie Moore is doing the bed deliveries at a significantly reduced price. In order to receive the reduced price, the below procedures must be followed:

1. Complete bed order form which is attached and can be filled in right on your computer or printed and filled out. No other items may be delivered on the bed delivery route.
2. Email the form to the store (beds@svdpmilw.org). You may also call in the bed order to the Council Office (414-462-7837) and speak with Natalie at extension 101 or Michelle at extension 108. (You can also take a picture of the form with your phone and email it in).

Other Deliveries

*Eddie Moore will do other deliveries at the rate of \$60 for up to 4 items. Additional items or oversized items may require additional charges. This rate is in effect for conferences or their friends.

*The conference or the friend may pay Eddie directly by cash or conference check. No credit cards.

*If the conference is unable to pay Eddie directly, the members may write "Delivery" on the gift certificate. Store personnel will bill the conference for the \$60 delivery charge.

*If any delivery the conference is paying for would be above \$60, the friend will be responsible for paying the extra cost, unless the conference indicates a willingness to pay more on the gift certificate.

General Information on Deliveries

1. Oversized items will require an additional charge or may be undeliverable. This will be decided at Eddie's discretion.

2. If a friend is not home on the pre- arranged date, the delivery charge will be billed to the conference. In addition, the items will be returned to the sales floor and the gift certificate will be considered cancelled and the friend will have to get another gift certificate from the conference.

3. The friend is responsible for making sure the items they select will fit in their homes. If the furniture doesn't fit, the delivery fee will not be refunded to the friend or conference. In addition, the friend will have to come to the store to exchange the item the same day AND pay another delivery fee. If they do not return the same day, they will have to get another gift certificate from the conference.

4. Any gift certificates received at the store will be required to pay \$60 for delivery even if they are beds only. In order to get the reduced bed rate, the above Bed Only Deliveries process must be followed.

Examples:

1. Vincentians call or visit a person who needs two twin beds and conference is paying for delivery. Vincentian fills out a bed order form and sends it to the store email beds@svdpmilw.org or calls in the order to Natalie or Michelle.
2. Vincentians call or visit t a family that needs a couch, bed and kitchen table and conference is paying for delivery. Vincentian writes out a gift certificate, including the word "Delivery" on the gift certificate and mails or gives it to the friend who takes it to the store. The store arranges the delivery with Eddie Moore.