

## Turtle Bins by Snappers - Material Delivery Policies

### Terms of Service – Material Delivery

Effective Date: July 4, 2025

Provided by: Turtle Bins by Snappers, a division of Snappers Construction Inc.

Welcome! These Terms of Service ("Terms") apply to our material delivery services, including delivery of gravel, dirt, sand, rock, and

#### 1. Services Provided

We deliver bulk materials to residential and commercial locations. All deliveries are curbside or driveway only unless otherwise agreed.

#### 2. Customer Responsibilities

- Access: Delivery sites must be accessible by a full-size pickup or trailer. Obstructions (vehicles, gates, terrain) must be cleared before delivery.
- Placement: Materials will be dumped in the location specified by the customer if safely accessible. If unsafe or inaccessible, we will place materials in a safe location.
- Permits & Property Damage: Customer is responsible for any required permits and accepts liability for surface damage (e.g., turf, landscaping).

#### 3. Materials

All materials are sold as-is and may contain natural variations. We do not guarantee exact color, texture, or composition. Bulk orders are subject to availability.

#### 4. Payments and Fees

- All deliveries must be paid in full prior to scheduling.
- Additional charges may apply for second delivery attempts, site changes after dispatch, or excessive wait times (15+ minutes).
- Rush orders may incur an expedited delivery fee.

#### 5. Scheduling and Delays

We strive to meet delivery windows but cannot guarantee exact times. Delays may occur due to weather, road conditions, or high volume.

#### 6. Liability

Turtle Bins by Snappers is not liable for:

- Property damage caused by requested dump locations
- Losses due to incorrect orders or improper use of materials
- Injuries resulting from handling or spreading of materials by the customer or others

#### 7. Changes to Terms

We may update these Terms at any time. Continued use of our services implies agreement to any changes.

#### 8. Contact

Snappers Construction Inc.

Email: [james@turtlebins.com](mailto:james@turtlebins.com)

Phone: (509) 827-6086

Website: <https://turtlebins.com>

### Refund Policy – Material Delivery

Effective Date: July 4, 2025

We understand that plans change. Below is our refund policy for material delivery orders:

#### 1. Cancellations

- Full Refund: Cancel at least 48 hours before your scheduled delivery for a full refund.
- Partial Refund: Cancel 24–48 hours before delivery for a refund minus a \$50 processing fee.
- No Refund: Cancellations made less than 24 hours before delivery are not eligible for a refund.

#### 2. Failed Deliveries

If we arrive and are unable to deliver due to inaccessible property, unsafe conditions, or incorrect instructions, a \$100 dry run fee will be charged.

### 3. Returns

We do not accept returns on delivered materials. All sales are final once materials are dumped.

### 4. Order Errors

If we make a mistake in material type or quantity, we will work to correct it at our expense. If the customer ordered the wrong material,

### 5. How to Request a Refund

Email: [james@turtlebins.com](mailto:james@turtlebins.com)

Phone: (509) 827-6086

Refunds, if approved, will be processed within 5–7 business days to the original payment method.