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© 1996-2014, Amazon.com, Inc. or its affiliates [wpdm_category id=Operator's item_per_page=100 Operations Manual=IN title=1 desc=1 toolbar=1 order_by=title order=asc] Shipping Options Please read all the information about the type of shipping options you have for your order. Large safe shipping is a highly sensitive operation, and we provide this information to ensure you receive the products you order in the best condition for your delivery state. Delivery Service Type (click the link below to jump to each section): Small Package Delivery (150 lbs. and Below) Small package delivery is a free service offered by Safe & Vault Store. All packages less than 150 pounds are delivered to the front door of your home or business through UPS or FedEx during normal business hours. No advance appointment calls are made. No signature required. Roadside Delivery (Over 150 lbs.) Curbside delivery is a free service offered by Safe & Vault Store. Each shipment of 151 pounds or larger is shipped through freight companies such as YRC, XPO, USF Reddaway or other public transport operators and shipped by the roadside. Safes and vault doors are delivered on wooden pallets, curbside, where your driveway fills the street. Freight companies won't deliver to dead ends or Cul De Sac. Please contact us at 800-207-2259 for more options. Remote areas require additional costs from goods companies. Please call 800-207-2259 to confirm that your area is not remote or get special offers. Limited access locations will require additional charges from the Freight Transport Company. Please call 800-207-2259 for offers. Some postcodes, including ferry points are considered outside the service point of the service centre and may result in additional charges. Please contact us at 800-207-2259 if you are unsure if you will be in the service area for special offers. What are restricted access locations? Airport or location at airport properties Casinos Camps, Carnivals, Fairs Chautauquas, Churches, Mosques, Synagogues, Temples and Convents Schools Colleges and Universities Medical/Urgent care sites Prisons / other correctional facilities Construction Sites Individual / Mini Storage Unit Mine Sites or Quarries Golf Courses and Country Clubs Nuclear Power Plants Military Power Plants Military Bases / Installations Parks, Farms and Ranches Court Houses Day Cares Hotels, Motel and Resorts Restaurant, Bars and Night Clubs Cemeteries Outdoor flea markets Retirement / Nursing Homes CLICK HERE to watch our video on What to Do When Your Safe Arrives Depending on the time of instructions indicated on your order, you will receive an email informing you that your item has been delivered with a number You. Once your goods are delivered and arrive at your local terminal, you will receive a phone call from the goods company to schedule delivery The goods company will schedule a delivery appointment with you only for the day of delivery. Freight companies will deliver between 08:00 and 17:00, Monday-Friday only. Since Monday is a tough commercial delivery day, some terminals will avoid scheduling residential deliveries on Mondays. You must be present or have someone there to check and sign the product. There are no exceptions to this requirement. If there is even the slightest damage to the packaging, pay attention to the damage to the receipt you receive and the signature from the delivery staff. IMPORTANT NOTE: This is the only way we can file a damage claim for a refund from the goods company and/or replacement if your safe or vault door is damaged. IMPORTANT NOTE: Delivery staff will not carry your safe door or vault further from the curb if this is the service you ordered. Freight transport companies will not deliver to your driveway at Buntu or Cul de Sac streets. They'll just send it to county, city or state roads. They will not deliver to crowded downtown areas without parking or Doorman Condos or Apartments. Garage/Threshold Delivery or White Glove Inside Delivery is available at an additional charge if you require a special delivery service. Please call 800-207-2259 for other shipping options if any of these cases apply to you. Garage Delivery (151 to 2000 lbs.) \$75.00 Surcharge (151 - 600 pounds) \$200.00 Surcharge (601 - 2000 pounds) Select this option at checkout. The freight carrier will deliver products and places in your garage. Please read these requirements before placing your order: Access to an 'overhead' garage door is required and must be on the pavement or concrete, no more than 2% value. Sleep or long driveways are not included in this service, see White Glove Inside Delivery delivery options if this is your case. Roads with excessive Turns and no turn areas are not included in the service, which includes Dead Ends and Cul De Sacs, see the White Glove Inside Delivery delivery option if this is your case. The driver will not return the truck to your driveway. The driver may need help to drive the product into your garage. The driver will not eject safely from the pallet. Garage delivery is not guaranteed. It is not always available in all areas and is ultimately at the driver's policy to resolve. If the driver feels unsafe, the goods company will not be able to complete the garage delivery and will leave the safe by your roadside. We will refund you in full for garage delivery if it cannot be completed. If you want to order garage delivery and are worried that you not meeting the requirements, please contact us at 800-207-2259 so we can determine the best option for you. Safes over 2000 lbs. Our truck with liftgate will only handle safes for up to 2,000 pounds. Safes over 2000 pounds will require forklift or loading on site to receive a safe. If you don't have any of these items, we can recommend companies in the local area that can deliver your safe to them. In Business Delivery – Through the Door Only \$100.00 Select this option at checkout. This option is considered a shipping threshold (for business only) and can be selected at checkout. It will take the product from the truck and push it through your business door. Only 1 driver. The driver will lower the safe to ground level using the liftgate. They will push the safe through your business door. The door must be wide enough to fit a standard-sized pallet. If you are unsure if your door is eligible, please contact us at 800-207-2259. They will not take products from pallets or dispose of packaging. This service does not include moving the product to the final resting place. If you would like this service, please see our White Glove Inside Delivery option. If there are special tiles or floors on the door, the driver will not be able to push the pallet through the door or there may be damage to your floor. This service is not available for residential customers. If you are a residential customer and want products brought into your home, please see our White Glove Inside Delivery option. White Glove Inside Delivery - (151 - 550 lbs) - No Stairs - Ground Floor Only (Suspended until further notice due to COVID-19) 151 - 450 pounds - \$399.00451 - 550 pounds - \$499.00 Select this option at checkout. White Glove Inside Delivery Service: When the product is received at the White Glove Inside Delivery company, a call will be made to arrange a mutually agreed window on the day and four (4) hours for delivery to your home or business. White Inside Delivery service includes delivery with straight liftgate truck (24-26 foot straight truck) with driver and crew to do white gloves inside delivery and/or placement. Delivery in your home or business includes floor protection. Ground floor delivery only - no stairs. White Glove Inside Delivery DOES NOT include anchoring your product or lifting a safe high to the base/platform. Includes carrying a safety deposit box in the elevator. Lifts must be assessed to handle the weight of the safe plus the delivery team. If you have multiple stairs or need extra help getting a safe to the location you need, we need to provide a special offer. The bidding process can take 2-3 business days. Contact us if you have any special circumstances at 800-207-2259. Our White Glove Delivery Team Will: Schedule home or business delivery appointments at your convenience. Get the job done to your specifications as directed on the submission form. Treat your home or business as you see it Do it yourself. White Glove Inside Delivery is not guaranteed. It is not always available in all areas and is ultimately in the discretion of the shipping company to complete. If the delivery agent feels unsafe, the white gloves inside the delivery company will not be able to complete the white gloves inside the shipment and will leave the safe by your curb. We will refund your money in full for the white gloves in the shipment if it cannot be completed. If you would like to order white gloves inside the shipment and are concerned that you may not meet the requirements, please contact us at 800-207-2259 so we can determine the best option for you. IMPORTANT NOTE ABOUT KEY COMBINATIONS: White Glove Inside Delivery agents can check your key to make sure that it will work before leaving your home and your key combination will come in an unsealed envelope from the manufacturer (this is standard). If this is not acceptable to you, we recommend that you set up your own local delivery and installation service. PLEASE CLICK HERE TO READ THE TERMS & CONDITIONS ADDITIONAL DISCLAIMER FOR DEEP DELIVERY IF YOU CHOOSE THIS OPTION White Gloves In Shipping - 551 lbs and Above Safe & Vault Store has white gloves inside the shipping options available depending on the weight of the safe, if there is a ladder and if you need bolting the safe down. Please contact us at 800-207-2259 and we can help you find out what the best white gloves inside the shipping options are best for you. What Happens When You Place Your Order (Products over 150 lbs.) CLICK HERE to watch our video on What to Do When Your Safe Arrives Depending on the lead time indicated on your order, you will receive an email informing you that your item has been sent with your tracking number. Once your goods are delivered and arrive at your local terminal, you will receive a phone call from the goods company to schedule a delivery date. The goods company will schedule a delivery appointment with you only for the day of delivery. 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