

## **Q-Team/Heutz Pellet Delivery Disclaimer**

Please read and acknowledge the following information before your next pellet delivery:

1. Our delivery trucks are very heavy and, in order to deliver pellets to you, our delivery driver may need to drive on your driveway and possibly other portions of your property. The Q-Team/Heutz driver has no way to see or identify underground issues, such as weak/soft ground or septic systems. If any area(s) must be avoided, for any reason, they must be identified in detail here (or on an attached sketch):

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2. There may be dust involved in the delivery process, and some may escape.

3. Q-Team/Heutz will guarantee the durability of our pellets up to 40 feet (40') from the delivery truck. Deliveries beyond 40' can cause an excessive amount of tumbling and abrasion to the pellets, and so excess "fines" are likely. I understand that Q-Team/Heutz strongly encourages all customers (especially those with 40'+ delivery distances) to clean out their storage bin completely at least once per year to avoid problems. Note: Interior piping will be included in the distance measurement.

4. Repeated pellet deliveries and use may eventually cause wear or other damage to your storage bin.

5. While we may attempt to help you monitor your pellet supply, ultimately you are responsible to monitor it, and alert us, with advance notice, if you are running low.

6. Some deliveries require our driver to drag a large hose across/over floors, through windows or doors and some minor damage may result. We suggest that you bring your delivery set-up into "conformance" (see pellet pricing form) in an effort to minimize the chance of collateral damage (and save money too).

**Q-Team/Heutz cannot accept responsibility for the following:**

1. Any damage to your grounds (unless we ignore your instructions above).

2. Any dust resulting from the process of pellet delivery.

3. Problems that arise from fuel quality. Exception: We will remove excess fines from your storage bin at no charge, at 40' or less delivery locations, in the event that the quality of the fuel has caused a malfunction of your heating system, **and** we determine that no other factors, outside of our control, were the cause.

4. Any damage to your pellet storage system resulting from our routine delivery practices.

5. Monitoring your pellet supply.

6. Minor damage caused by our delivery hose.

I understand and agree to the terms stated above (signature or email confirmation required).

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Print Name

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Signature

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Date