

## **2021 Local Installation Fee Schedule / Terms and Conditions** January 1, 2021

We are pleased to offer our **2021 Local Installation Fee Schedule**. All rates are effective immediately. If you have any questions, please contact us by phone at **(770) 447 - 9308** or email Ivon Medina at [customerservice@atldesigngroup.com](mailto:customerservice@atldesigngroup.com).

### **Geographic Coverage (see zone map)**

TriMarc is pleased to provide installation coverage to cover the greater metropolitan Atlanta area. Coverage outside of this geographical area must be quoted on an individual basis or contact David Kreger via email @ [dkreger@atldesigngroup.com](mailto:dkreger@atldesigngroup.com) for out-of-town coverage and rates.

### **Installation Services**

TriMarc provides the following full-service local installation services for:

- Local FF&E Installations
- Art Installations
- Drapery Installations
- Residential Model Homes
- Multi-Family Models
- Staging
- Clubhouses
- Leasing Offices
- Pool Furniture
- Commercial Offices
- Deinstalls where product is brought back to the warehouse for storage
- Model moves where we deinstall from location A and reinstall to location B

### **Installation Services will include:**

- Complete installation of all FF&E per layout
- Mirror and artwork installation (including security mounts)
- Window treatments (panels, blinds, shades, valence, etc.)
- Steaming (drapes, bed linings and furniture)
- Office furniture installation
- Full-Service Receiving and Inspection
- Shipping and Logistic Services
- Inventory Control and Storage/Warehousing
- Fabric Protection

## TriMarc Local Installation Rates 2021

### Other Services

TriMarc will perform the following tasks in the TriMarc service area. Call for Quote

- Small electrical projects such as installation of light fixtures and outlets moves.
- Small renovations projects to include painting, flooring to name a few.
- Installation of wall coverings to include wood, brick, decorative laminates, etc.

### Disclaimers

- *TriMarc will manage installation of delicate furniture pieces such as Billiard tables, Pianos, Grandfather Clocks, etc. using third-party professionals. Request for Quote as needed.*
- *TriMarc is not responsible for incidental damage such as nicks and scrapes to used FF&E pulled out of an existing model. Material will be wrapped and handled with care equal to that of new product. This extends to floors and walls, when a property has been in use, we will not take responsibility for marks on floors or walls discovered after the fact.*
- *TriMarc as a standard practice carries 22' telescoping ladders. This allows us to safely hang material to 20' in height against a wall. Extreme heavy pieces cannot safely be hung higher than 12-16' depending on size. We cannot hang higher than 10' in the middle of a room. If scope requires distances higher than standards additional equipment such as scaffolding may be required. Quote will be supplied as needed.*
- *TriMarc is not responsible for the breakage of concrete, natural or faux stone products.*

### RATES

Our estimates are based on the information our clients provide and our experience and expertise. Therefore, it is so important that a comprehensive Installation Scope is provided to Customer Service for each local installation. This is only an estimate; actual time may vary. We do our best to accurately estimate the cost of your project but due to variables out of our control estimates may vary.

### Installation and Drive Time Rates

	<u>Regular</u>	<u>Overtime</u>
<b>One man and a truck:</b>	\$80/hour	\$110/hour
<b>Two men and a truck:</b>	\$120/hour	\$160/hour
<b>Three men and a truck:</b>	\$155/hour	\$210/hour
<b>Four men and a truck:</b>	\$190/hour	\$255/hour
<b>Four men and TWO trucks:</b>	\$220/hour	\$285/hour
<b>Five men and TWO trucks:</b>	\$260/hour	\$335/hour
<b>Six men and TWO trucks:</b>	\$295/hour	\$380/hour
<b>Additional men:</b>	+\$40/hour	+\$50/hour
<b>Additional truck:</b>	+\$30/hr.	+\$30/hr.

**TriMarc Local Installation Rates**

<b><u>Minimums:</u></b>	One-hour minimum billing per installation project ¼ hour charges after one-hour minimum
<b><u>Regular hours of service:</u></b>	Monday - Friday, 8:00AM - 4:00PM,
<b><u>Overtime hours:</u></b>	Daily after 8 hours on the clock All Saturday or Sunday hours
<b><u>Fuel Charge:</u></b>	None
<b><u>Assembly Fees:</u></b>	See hourly rate schedule above
<b><u>Trip Charge:</u></b>	\$35.00 (Atlanta Metro Area- see Zone Map, by quote for further distances)
<b><u>Over-Weight Products:</u></b>	Additional Fees may apply for those products where the weight is over 200 pounds.
<b><u>Art Installations:</u></b>	Installation fee reduced to \$50/hour for a one-man crew or \$70/hour for a two-man crew when art is purchased directly from Atlanta Design Group; otherwise, the above standard rates apply.
<b><u>Cancellation Fees:</u></b>	\$100 cancellation fee per scheduled hour for installations, delivery, or on-site pickup if cancelled within 36 BUSINESS hours of scheduled appointment.
<b><u>Crating Fees:</u></b>	Call for Quote
<b><u>Storage Rates:</u></b>	\$2.00 square foot, <b>first 60 Days FREE</b> , assessed on first of month
<b><u>Shipping:</u></b>	<p>TriMarc, has negotiated competitive freight rates with national and regional freight carriers. Take advantage of our discounts and use our freight carriers. We can arrange to ship your items to and from our facility. TriMarc is invoiced directly, eliminating the need for CODs. Please contact us for your next shipment.</p> <p>TriMarc will palletize or prepare product for shipment at the request of the client and arrange for shipment. We charge the actual freight and proper insurance, plus a 15% handling surcharge on the cost, standard receiving fees, plus any labor fees for crating as needed.</p>

### **Schedule an Installation**

To schedule and installation please complete a project scope by clicking on the following link.

<https://atldesigngroup.com/trimarc/project-scope/>

**INSTALLATIONS WILL NOT BE SCHEDULED UNTIL WE RECEIVE A COMPLETED SCOPE!**

**ALL ITEMS MUST BE RECEIVED IN OUR WAREHOUSE BEFORE SCHEDULING**

Please complete the entire scope. Incomplete scopes may result in delays. Once completed hit the SUMBIT button at the bottom of the form and the scope will be emailed to Customer Service for processing.

Please make sure that all needed services are stipulated on the project scope as this is what Customer Service uses to allot time and manning to complete your installation. Once on site if there is additional work that was not listed on the scope the installers will complete the scope work first and if time permits the installers can complete the other work.

The time allotted for each installation is critical as it is very important that we do not exceed the time allotted, so we can get to the next appointment on time. TriMarc makes every effort and prides itself on being at their appointments on time every time.

### **ADG Home Orders:**

All ADG Home orders that are more than \$5,000 receive one-hour FREE installation and 2-hour FREE installation for \$15,000 and more. The following terms apply:

- The one or two hour (s) cannot be split up
- Balance of invoice must be paid in full before TriMarc can schedule and install
- If client elects to pick-up their ADG Home order instead of installation the customer pick-up will be \$6.00/each carton receiving fee and \$6.00/each carton inspection fee.

### **Receiving**

Upon receipt we will open, inspect and blanket wrap each piece, remove cartons, locate to storage, and await further instructions. Please note that "inspection" is primarily checking for major damage, scratches, bad finish, tears, etc. Our dock team are not experts at pleating and cannot confirm fabric color from sku number. A Receiving Report notifying you of the pieces received that notes any damage will be emailed to client after receipt and inspection.

**TriMarc Local Installation Rates**

**Images of Incoming Product**

TriMarc will take images of selected incoming product at time of inspection for FREE during inspection and prior to the product being located to the racks.

If images are required after the product has been received and inspected and located to the racks TriMarc will charge \$25.00 per product.

The following items are not typically covered by inspection, though if we catch them, we will of course let you know:

**Missing hardware (bolts, screws, etc)**

**Shades (do not remove cellophane so imperfections may not be noticed)**

**Rugs (left in manufacturer plastic if packaging intact)**

**Bedding (left in manufacturer packaging)**

**Window treatments (left in manufacturer packaging)**

**Concrete, Natural or Faux Stone Products, Marble, etc.**

Flat packed pieces consisting of many parts (e.g., IKEA, a dresser from Overstock that arrives in 2-3 flat boxes) will **NOT** be opened for inspection of individual pieces, unless the outer packaging shows damage.

For damages, we will provide all information to the client needed for them to file a claim (photographs, BOL, packing list, evaluation of damage as freight or manufacturer). Trimarc does not file claims for items with a carrier. With the information we will also provide a repair estimate (if applicable) and will handle repairs as requested.

**Receiving Instructions:**

Please notify us by fax at **(770) 447 - 9368** or email at [customerservice@atldesigngroup.com](mailto:customerservice@atldesigngroup.com) of shipments you are scheduling for us, identifying the carrier and shipper prior to the shipment arriving at our location.

Send all LTL, truckload, and UPS/FedEx shipments to:

**YOUR NAME – CLIENT NAME/PROJECT NAME  
C/O TriMarc Installation  
5952 Peachtree Industrial Blvd., Suite 2  
Norcross, GA 30071**

All LTL and truckload shipments must call **(770) 447 - 9308** within 24 hours prior to delivery.

**Receiving Hours:** Monday - Friday, 8:00AM - 3:30PM (Closed 12NOON - 1:00PM)

**Receiving Fees:** \$10.00 per piece Receiving Fee  
\$10.00 per piece Inspection Fee  
\$35.00 Uncrating Inspection Charge

**TriMarc Local Installation Rates**

If TriMarc pays for COD Freight, a 15% handling fee will apply.

**Customer Pick-ups:**

Monday - Friday, 8:00AM - 3:30PM (**Closed 12NOON - 1:00PM**).  
Minimum **24-hour** notice for customer pick-up.  
\$10/piece dock charge for pick-up by another carrier or customer pick-up.  
TriMarc is not responsible for damages incurred due to improper loading or type of vehicle used.  
If product is not picked-up within 24 hours of scheduled pick-up the Warehouse will relocate the product (s) back to the racks and you will be charged an additional \$10/piece pick-up fee.

**Item Pick-up/Delivery Charges**

If you have items that need to be picked up within the 7-county, Metro-Atlanta area:

<b>Atlanta Metro Area:</b>	\$75 for first 5 items, \$12 for each additional item
<b>Outside of Metro:</b>	Call for quote (based on distance)
<b>America's Mart Atlanta:</b>	\$150 for first 5 items, \$12 for each additional item
<b>Norcross Local:</b>	\$50 for first 5 item, \$12 for each additional item

**Damage Claims**

TriMarc Installation provides safe and efficient moves to each of its valued clients. TriMarc takes every effort to prevent damage to property but accidents do happen from time to time. All damage claims must be submitted in writing to our Customer Service Department within 48 hours of the date in which the installation or delivery occurred. Applicable notes about said damages must be noted on the Delivery Receipt on the day of the installation before our team leaves the premises. Our company standards do assume a full inspection of furniture by both our installers and clients; however final inspection is the responsibility of the client. Please note that we cannot process any claims unless payment is made in full. Do not assume that you can deduct any monies due TriMarc to compensate yourself in the event of damage or claim of any kind.

**Limitation of Liability**

1. TriMarc's liability for lost and or damaged items are limited to \$2,500 per installation or furniture piece or unless the client purchases additional insurance. (For additional insurance please contact Customer Service prior to said installation or delivery)
2. TriMarc shall be responsible for replacement of any lost or damaged items listed on the inventory manifest, subject to the above limits. Items not listed on the original manifest are not insured. In many cases clients want specific pieces of furniture moved within the home to accommodate the installation of the new furniture pieces. Since

**TriMarc Local Installation Rates**

- 3. TriMarc has not viewed these specific pieces prior to installation TriMarc is not responsible for damage of these items.
- 4. The right is reserved by TriMarc to repair or replace any damaged item (s) subject to the above noted limits.
- 5. TriMarc may use dollies to move heavy objects such as but not limited to pianos, appliances, items over 300 lbs., etc. Any floor surfaces including but not limited to parquet, hardwoods, ceramic, marble, entrance halls, etc. and any damage that may result to soft floors, such as, but not limited to indentation, scuff marks, etc. are not the responsibility of TriMarc.
- 6. TriMarc assumes no responsibility for ceilings.

**Other Services and Rates**

**Project Management:**

TriMarc provides its clients with complete logistics support by coordinating entire project from start to finish. Call for more details.

**Furniture Repair:**

For more information, call **(770) 447 - 9308**.

**Crypton Fabric Protection Service:**

**Chairs:** \$20 - \$59  
**Sofas:** \$79 - \$89  
**Sectionals:** \$169 - \$207

For more information regarding Crypton Fabric Protection rates and its warranty program or to schedule please contact Customer Service @ [customerservice@atldesigngroup.com](mailto:customerservice@atldesigngroup.com)

**Terms:**

All services are Net **15** for customers with established credit  
For customers without established credit, terms will be **COD** and must be paid prior to delivery and install.