

Pre-Delivery Site Survey – Follett® Authorized White Glove Delivery

Please return completed site survey to customerservice@follettice.com
along with your purchase order to prevent a delay in order processing.

Authorized white glove delivery

White glove delivery service is offered through our authorized logistics carrier. White glove freight includes the following services: delivery appointment, delivery with lift gate truck, uncrating of equipment, inside delivery to point of use, setting the unit in place, installation of casters or levelling legs, and removal of all debris. No additional services will be provided.

Please note that white glove services can be modified to accommodate specific point-of-use requirements. Please complete the below site survey, white glove delivery cannot be offered without a completed and signed site survey.

Service and charges approved by

_____	_____	_____
Printed Name	Signature	Date

Contact at delivery site

_____	_____	_____
Printed Name	email	Phone

Customer purchase order number: _____

Follett quote number (if available): _____

Installation address

Name of Facility: _____

Street Address: _____

Suite/Floor: _____

City: _____ State: _____ Zip: _____

Additional site information to assist delivery team: _____

Site-specific survey questions for white glove deliveries

Receiving

1. Is the facility tractor-trailer accessible? Yes ☐ No ☐
2. Will a tractor-trailer be able to stay in its parked location without creating issues? Yes ☐ No ☐
3. Is there a shipping/receiving dock at the facility? Yes ☐ No ☐
4. Is the shipping/receiving dock tractor-trailer accessible? Yes ☐ No ☐

Delivery

5. Do you require a specific delivery window? The following charges will apply: Yes ☐ No ☐
Delivery window of 4 hours or less: \$75 per order
Delivery window of 2 hours or less: \$100 per order
Delivery window of 1 hour or less: \$125 per order
6. Are there any obstructions or required security clearances from the delivery site to the point-of-install site (delivery path)? Yes ☐ No ☐
7. Are there any turns along the delivery path? Yes ☐ No ☐
If yes, confirm unit(s) will fit around any corners.
8. Are there any stairs/steps along the delivery path? Yes ☐ No ☐
9. How many doorways are along the delivery path (upright models only)? _____
Provide the dimensions of each doorway (including obstructing hardware) (inches):

_____ W x _____ H _____ W x _____ H _____ W x _____ H
_____ W x _____ H _____ W x _____ H _____ W x _____ H
10. Will use of an elevator be required to take equipment to point of use? Yes ☐ No ☐
Freight Elevator? Yes ☐ No ☐ Dimensions: _____
11. What type of flooring will the unit be installed on? _____
12. Will the unit be installed on top of a platform? Yes ☐ No ☐
13. Will any existing equipment need to be moved out of the installation location? Yes ☐ No ☐
14. Ceiling height where equipment will be installed (upright models only)? _____
15. If available, please submit the following photos with return of this completed document (upright models only):
 1. Photo of install footprint
 2. Photo of doorway(s)
 3. Photo of loading dock
 4. Photo of elevator (if any)
 5. Photo of stairs (if any)

Please return completed site survey to customerservice@follettice.com along with your purchase order to prevent a delay in order processing.