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(813) 651-5858

ATTENTION DRIVER COD PAYMENT: ☐

DELIVERY DATE: _____

DELIVERY DAY: _____

DELIVERY TIME: _____

30 MIN. COURTESY CALL: _____

DELIVERY ORDER FORM

CUSTOMER NAME: _____ DATE: _____

ADDRESS: _____

SUBDIVISION: _____

CITY: _____ ZIP: _____ PHONE: _____

CELL: _____

SOLD BY	CASH ☐	C.O.D. ☐	CHARGE ☐	CHECK # _____
	RESIDENTIAL ☐	COMMERCIAL SITE ☐	OTHER ☐	

DELIVERY DROP LOCATION

Where would you like the sod/pallets placed?

☐ LEFT SIDE OF DRIVEWAY

☐ RIGHT SIDE OF DRIVEWAY

☐ CURBSIDE

☐ FRONT OF PROPERTY
(accessible area only)

ADDITIONAL NOTES / INSTRUCTIONS:

ACCESS / DELIVERY INFORMATION

Please help us plan a safe and efficient delivery.

☐ DEAD END STREET?

☐ TIGHT TURN FOR TRUCK / TRAILER?

☐ STEEP DRIVEWAY?

☐ CARS MUST BE MOVED?

GATE CODE: _____

BEST PHONE NUMBER TO REACH YOU DAY OF DELIVERY: _____

WILL SOMEONE BE ON SITE TO RECEIVE THE DELIVERY? ☐ YES ☐ NO

ANY OTHER INFORMATION WE SHOULD KNOW?

QTY.	DESCRIPTION	PRICE	AMOUNT
	ST. AUGUSTINE pallet		
	ST. AUGUSTINE pieces		
	ZOYSIA pallet		
	ZOYSIA pieces		
		DELIVERY FEE	
		TOTAL	

IMPORTANT – PLEASE READ

- Delivery to nearest safe accessible drop location determined by driver.
- Delivery times are estimates only.
- Customer is responsible for access, irrigation, utilities, and placement requests.
- Once delivered or picked up, product care becomes customer responsibility.
- Full terms on reverse side.

ALL SALES FINAL.

NO REFUNDS.
NO REPLACEMENTS.

DELIVERY IS CURBSIDE / DRIVEWAY ONLY.

SOD-X IS NOT RESPONSIBLE FOR DAMAGE TO VEHICLES, DRIVEWAYS, SPRINKLER SYSTEMS, HIDDEN UTILITIES, SOFT GROUND, OR ANY OTHER CONDITIONS BEYOND OUR CONTROL.

By signing below, I acknowledge that the above information is correct, I understand our delivery terms, and I accept full responsibility for the product once it is delivered and unloaded.

CUSTOMER SIGNATURE: _____

PRINT NAME: _____ DATE: _____

THANK YOU FOR YOUR BUSINESS!

SEE REVERSE SIDE FOR FULL TERMS & CONDITIONS →

BY SIGNING THE FRONT OF THIS DOCUMENT, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTAND, AND AGREE TO THESE TERMS & CONDITIONS.

1. STANDARD DELIVERY & PLACEMENT

Delivery is to the nearest safe front-accessible curbside, driveway, easement, or road-access area, as determined by the driver. Placement beyond standard access requires driver approval and may incur disclosed charges. Driver may refuse unsafe access.

2. PRODUCT CONDITION — SOD

Floratam St. Augustine, Bitter Blue St. Augustine, and Empire Zoysia are living, perishable agricultural products sourced from independent farms. Color, moisture, thickness, and appearance may vary; pieces may separate during handling. **WATER SOD IMMEDIATELY.**

3. FILL DIRT, MULCH & ROCK

Natural and bulk materials may vary in color, texture, moisture, size, and composition. Bulk materials may settle or compact. Purchased quantities are identified on the order by unit, such as cubic yard, bag, pallet, or piece.

4. FINAL SALE & PRODUCT CLAIMS

Sales are final except where refunds, replacements, or other remedies are required by law. Report shortages, incorrect products, or visible delivery problems promptly, preferably before products are moved, installed, or altered. Normal natural variation alone is not a defect.

5. RESPONSIBILITY AFTER DELIVERY

After delivery to the agreed safe location, customer is responsible for protection, watering, storage, handling, and maintenance. Sod installation, if separately contracted, is governed by its own agreement. See Section 15 regarding post-installation lawn care.

6. DELIVERY WINDOW

Standard estimated delivery window: 8:00 AM–5:00 PM unless SOD-X, Inc. confirms a custom window. Arrival times are estimates and may change due to traffic, weather, farm supply, equipment, and safety conditions.

7. 30-MINUTE COURTESY CALL

When practical, SOD-X, Inc. may provide an approximately 30-minute courtesy call. An unanswered call does not automatically cancel delivery. Customer must prepare the site for the scheduled window.

8. CUSTOMER SITE RESPONSIBILITY

Customer must provide safe access for a large truck and forklift, correct address and gate codes, and any needed permissions. Remove parked vehicles, including visitors' and contractors' vehicles. Disclose overhead wires, low branches, steep grades, soft ground, and other hazards before arrival.

9. DRIVER SAFETY & PROPERTY DAMAGE

Customer must identify underground utilities, irrigation, septic systems, drain fields, buried pipes, and hidden hazards. SOD-X, Inc. does not inspect or certify the load-bearing capacity of driveways, sidewalks, lawns, or pavement. **To the fullest extent permitted by Florida law, SOD-X, Inc. is not responsible for damage caused by undisclosed hazards, unsuitable surfaces, or customer-directed access or placement.** Driver may refuse unsafe unloading.

10. COMMERCIAL / CONSTRUCTION SITES

Authorized site contact, clear unloading area, and any customer-provided forklift or unloading equipment must be ready upon arrival. Missing personnel, equipment, access, or incorrect site details may result in rescheduling and disclosed charges.

11. 15-MINUTE WAIT / FAILED DELIVERY

Driver may allow up to 15 minutes after arrival for safe access and required assistance. After that, SOD-X, Inc. may leave or reschedule. Previously disclosed waiting, redelivery, or return-trip charges may apply. Incorrect address or blocked access may also require rescheduling.

12. PAYMENT & ID VERIFICATION

SOD-X, Inc. may verify payment and recipient information. Prepaid online orders may be verified by the office without requiring the cardholder to be present. Unverified orders may be held pending office approval. Do not photograph payment cards or identification documents.

13. DELIVERY RECORD / UNATTENDED DROP

SOD-X, Inc. may photograph merchandise and placement and record delivery time, location, recipient, and employee initials. Unattended delivery requires office approval and a confirmed safe drop location.

14. ACCEPTANCE OF TERMS

Signing the front acknowledges these terms. Nothing here excludes liability or customer remedies that cannot legally be waived.

15. SOD SOURCE & POST-INSTALLATION CARE

SOD-X, Inc. sells farm-sourced sod and may install sod under a separate agreement. **SOD-X is not a licensed fertilizer or lawn-treatment company.** Standard sales and delivery do not include soil testing, fertilization, pest or disease treatment, lawn diagnosis, or post-installation yard inspections. Customer is responsible for researching proper care or hiring an appropriately licensed lawn-care professional. General care information from SOD-X is a courtesy, not a treatment plan or guarantee of future lawn performance. Separate installation obligations and applicable legal rights remain unaffected.

CARD / ID VERIFICATION

Office may verify prepaid orders and authorized recipients without requiring cardholder presence.

WOODEN PALLET RETURNS

FREE LOCAL PICKUP: Leave empty pallets by driveway; call (813) 651-5858. Subject to routes and service area. **YARD DROP-OFF:** Return empty pallets with an order pickup or separately. Leave outside near the gate; do not block access.

PROOF OF DELIVERY

SOD-X may photograph the delivery location. Unattended delivery requires office approval.

IMPORTANT — 15-MINUTE WAITING LIMIT: BLOCKED OR UNSAFE ACCESS, MISSING PERSONNEL, OR UNAVAILABLE UNLOADING EQUIPMENT MAY RESULT IN RESCHEDULING AND DISCLOSED WAITING-TIME OR RETURN-TRIP CHARGES.