

2025 **Local** and **Model Home / Travel** Installation Fee Schedule / Terms and Conditions New Rates Effective: January 6, 2025

We are pleased to offer our **2025 Local** and **Model Home / Travel** Installation Fee Schedule and Terms and Conditions. All rates are effective January 6, 2025. If you have any questions for local installations or schedules, please contact us by phone at (770) 447 - 9308 or email Customer Service at customerservice@atldesigngroup.com. For questions for Model Home / Travel or long distance installations or schedules, please contact Brett Brown, VP of TriMarc at bbrown@atldesigngroup.com.

Geographic Coverage- Local and Long Distance

TriMarc is pleased to provide installation coverage to cover the greater metropolitan Atlanta area.

Coverage outside of the metropolitan Atlanta Area must be quoted on an individual basis please contact Brett Brown via email @ bbrown@atldesigngroup.com for out-of-town coverage and rates. TriMarc is pleased to provide long distance installation coverage to most of the Mid-West from West Texas up north to Chicago over east to Pennsylvania down south to Miami in the Southeast. We will provide quotes upon request for anywhere in the continental United States, but we have found that areas outside of the 12-hour drive range may not be economical. We believe it is a testament to our service level that clients have been willing to pay a premium to have us travel as far as West Texas and/or Arizona.

Installation Services

TriMarc provides the following full-service installation services for:

- Local FF&E Installations
- Art Installations
- Drapery Installations
- Residential Model Home / Travels
- Multi-Family Models
- Staging
- Clubhouses
- Leasing Offices

- Pool Furniture
- Commercial Offices
- Deinstalls where product is brought back to the warehouse for storage
- Model and Residential home 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
- **TV Installation**

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 the 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. Extremely 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. Quotes will be supplied as needed.*
- *TriMarc is not responsible for the breakage of concrete, **glass, particle board**, natural or faux stone products, or for untreated wood that splits as it dries. We inspect receipt, handle responsibly, and if any damage is due to natural processes, time, or transport vibration affecting hidden weaknesses, we cannot be held responsible.*
- ***TriMarc will move "electronic" equipment but will not be responsible for disconnection or re-connection of the equipment.***

TriMarc Terms and Conditions

- *TriMarc is not responsible for the content breakage of client packed cartons. Please do not pack cartons over 50 pounds. TriMarc cannot be responsible for breakage with cartons weighing over 50 pounds.*
- *TriMarc requires a minimum of 8" clearance through doorways and openings. TriMarc is not responsible for damages that incur for a clearance less than 8".*

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 move.
- Small renovations projects include painting, flooring to name a few.
- Installation of wall coverings to include wood, brick, decorative laminates, etc.

RATES- Local and Model Home / Travel

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> |
|---------------------------------|-------------------|-------------------|
| One man and a truck: | \$125/hour | \$155/hour |
| Two men and a truck: | \$170/hour | \$210/hour |
| Three men and a truck: | \$215/hour | \$265/hour |
| Four men and a truck: | \$260/hour | \$320/hour |
| Four men and TWO trucks: | \$295/hour | \$355/hour |
| Five men and TWO trucks: | \$340/hour | \$425/hour |
| Six men and TWO trucks: | \$385/hour | \$460/hour |
| Additional men: | +\$60/hour | +\$70/hour |
| Additional truck: | +\$50/hr. | +\$50/hr. |

If a full day is scheduled for installation or travel, there is an 8-hour minimum daily charge.

Minimums: One-hour minimum billing per installation project
¼ hour charges after one-hour minimum

Regular hours of service: Monday - Friday, 8:00am - 4:00pm
Closed Lunch: 12:00- 1:00 daily

Overtime hours: Scheduled install time after 4:00PM
All Saturday or Sunday hours
4-hour minimum billing on Weekends

Fuel Charge: Fuel charge of \$0.50 per mile (until further notice)

Assembly Fees: Furniture that requires assembly before delivery is charged at \$80 per hour for one employee or \$130 per hour for two employees.

Please note that all items requiring assembly will be assembled in our warehouse prior to your scheduled installation to reduce onsite installation times. The warehouse hourly assembly rate is less than the hourly installation rate, reducing your overall costs.

Trip Charge- LOCAL ONLY: \$40.00 (Atlanta Metro Area- see Zone Map, quote for further distances)

Model Home / Travel

Staffing:

Staffing needs are managed by TriMarc management and are generally prescribed by the project size and scope. TriMarc will evaluate and inform clients of how many installers will be available for any installation. Keep in mind that installations that require TriMarc to drive long distances are governed by DOT driving restrictions which necessitate 2 drivers per truck. We may provide as many as 12 installers for a single project, though our normal crews are 3 to 5 people, dependent on job scope.

Model Home / Travel

Install days:

The number of installation days available depends on the job size and the scope of the project. We generally plan on one travel day, preferably Monday, to the job location, 1-3 install days, and one travel day back Thursday or Friday. Shorter distances may put half a day of install time on the travel days. We generally expect 8-10 hours install days and quote as such depending on the complexity of the installation.

Over-Weight

Products:

Additional Fees may apply for those products where the weight is over 200 pounds (additional manpower charges)

Tractor Trailer:

Charged at the contracted rate, call for quote

Trash Removal

Models/Travel Only:

We request that the Designer have the Builder or Developer provide at least a 40-yard dumpster for the disposal of trash. However, if the dumpsters are inaccessible or unavailable, we will load the trash back onto our trucks and charge a truckload dunnage rate for transport and disposal, \$850 per truckload - this is prorated by the volume in the truck.

Per Diem (Travel Only): \$50 per day per diem per installer and **\$140** per night hotel charge for every 2 installers for out-of-town installations

Cancellation Fees

MODEL HOME / TRAVEL: 1-2 DAY LOCAL INSTALLATIONS

\$1000 per scheduled day if cancelled or postponed within 7 calendar days of installation start date.

Any Length Out-of-Town or Local 3-5 Day INSTALLATIONS

\$5000 per install team if cancelled or postponed within 14 calendar days of installation start date.

\$2500 per installation team if cancelled or postponed within 28 calendar days of installation start date.

Modifications to these cancellation rates are at the discretion of TriMarc management based off the ability to schedule a replacement project. Whether material has been pulled and or loaded on trucks that will need to be dealt with, and truck rentals or other cancellation fees incurred such as hotels and trailers.

This cancellation fee is meant to keep clients on target and keep us informed as well as cover the salaries of our installers for idle days that could have been scheduled if cancellation had occurred in a timely manner.

Cancellation Fees

Local Installations:

\$210 cancellation fee per hour scheduled for installation and drive time, for installations, delivery or on-site pickup if cancelled within **48 BUSINESS** hours of scheduled appointment, for installations booked at less than 4 hours.

Cancellations of 4 or more block hours require a full week's prior notice to avoid cancellation fees.

Cancellation of a multiple day installation are at the **MODEL RATES:**

1-2 DAY LOCAL INSTALLATIONS

\$1000 per scheduled day per team reserved if cancelled or postponed within 7 calendar days of installation start date.

Crating Fees: \$35 per pallet and \$75 labor per hour + materials cost for a crate

Storage Rates

Local: 30 days FREE \$2.50 square foot, first 30 Days FREE, assessed on first of month

Minimum monthly Storage Fee: \$35.00

After 60 days of storage has been charged, the rate increases to \$3.25 per square foot.

Storage Rates

Model Home / Travel:

60 days FREE \$2.50 square foot, first 60 Days FREE, assessed on the first of month – inventory separated by project for ease in billing back your builder client or to a specific account.

After 90 days of storage has been charged, the rate increases to \$3.25 per square foot.

After 180 days of storage has been charged, the rate increases to \$4.25 per square foot.

Minimum Monthly Storage Fee: \$35

TriMarc is NOT a storage facility. Increases in early purchasing in conjunction with delayed projects is resulting in requiring the company to lease additional warehouse space to accommodate clients.

Shipping:

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.

TriMarc will palletize or prepare products 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.

Schedule a LOCAL 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 regarding the project scope as this is what Customer Service uses a lot of 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 LOCAL ONLY:

All ADG Home invoices that are more than \$5,000 receive one-hour FREE installation and two hours FREE installation for \$15,000 and more per invoice. The following terms apply:

- The one or two hour (s) cannot be split up on different installs
- Multiple invoices may not be combined to qualify for free installation
- Balance of invoice must be paid in full before TriMarc can schedule and install
- ADG Home orders have reduced receiving and inspection fees of \$10.00 per piece each
- If a client elects to pick up their product all ADG Home items have the standard \$15 per piece pick-up fee

Receiving/Inspection

Upon receipt TriMarc will properly receive from delivering freight carrier, open and inspect all FF&E and place BACK IN THE MANUFACTURER CARTONS. This is to allow for easier loading on the trucks and to prevent damage in transit.

Please note that “inspection” is primarily checking for major damage, scratches, bad finish, tears, etc. Our Receiving team are not experts at pleating and cannot confirm fabric color from sku number or make evaluations as to aesthetic quality.

A Receiving Report will be emailed to client after receipt and inspection notifying you of the pieces received with notable damages, if any.

The damaged product will be noted in the description and an email from the receiving department or customer service with photos of damage and information necessary for claims will be sent the same day.

The following items are not typically covered by inspection, though if we catch them, we will notify you:

- 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, **Glass, Particle Board**, Natural or Faux Stone Products, Marble, etc.

While we endeavor to open and inspect everything received, please keep in mind that late arriving product may go directly onto a truck as we may not have time to open and inspect.

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 this information we will also provide a repair estimate (if applicable) and will handle repairs as requested.

Receiving Instructions:

Please notify via email at customerservice@atldesigngroup.com of shipments you are scheduling for us, identifying the carrier and shipper prior to the shipment arriving at our location. All LTL and truckload shipments must call (770) 447 - 9308 within 24 hours prior to delivery.

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

YOUR NAME - CLIENT NAME/PROJECT NAME

C/O TriMarc Installation
3280 Green Pointe Pkwy Ste 100
Peachtree Corners, GA 30092

Shipments from Wayfair or Amazon or similar company that do not include YOUR NAME may be rejected at the dock if the courier cannot provide information regarding to whom the material belongs. Please make sure all shipments are shipped to YOUR NAME.

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

Receiving Fees

Model Home / Travel: **\$20.00 per piece Receiving Fee/Inspection Fee**
\$35.00 Uncrating Receiving/Inspection Charge
If TriMarc pays for COD Freight, a 15% handling fee will apply.

Receiving Fees- Local:

\$15.00 per piece Receiving Fee (client item)
\$20.00 per piece Inspection Fee (client item)
\$10.00 per piece Receiving Fee (ordered through ADG)
\$15.00 per piece Inspection Fee (ordered through ADG)
\$45.00 Uncrating Inspection Charge

Images of Incoming Product

TriMarc will take images of selected incoming products at time of inspection for FREE during inspection and prior to the product being located to the racks, but requests must be made BEFORE the item has been received.

If images are required after the product has been received and inspected and located to the racks TriMarc will charge \$25.00 per product to pull the product down open and then wrap up and put away again. This includes any reason to bring down a product after it has been put away in the racks. Checking fabric, sit test, etc. The client needs to inform TriMarc before the product is received by the warehouse.

Customer Pick-ups: Monday - Friday, 9:00am - 3:30pm (Closed 12noon - 1:00pm).

Minimum 24-hour notice for customer pick-up.

\$15/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 a 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:

Atlanta Metro Area: \$155 for first 5 items, \$15 for each additional item

Outside of Metro: Call for quote (based on distance)

America's Mart Atlanta: \$175 for first 5 items, \$15 for each additional item

Damage Claims

The TriMarc Installation provides safe and efficient moves to each of its valued clients. TriMarc makes every effort to prevent damage to property, but accidents do happen from

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time to time. All damage claims must be reported immediately prior to the installers leaving the jobsite, so that the installers may take photos and disposition may be determined. Applicable notes about said damage 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.

TriMarc will take responsibility for damage that occurs in transit or that was missing during inspection, within reason. The following vendors (for specific types of items) we will ONLY reimburse or replace when it is clearly due to Trimarc handling issues, due to poor packaging by the manufacturer:

Mercana – Accessories

Target/Overstock/Walmart/Wayfair/Home Goods/ALL Similar Vendors – glass or ceramic pieces packaged loosely in cartons

Accent Décor – Accessories

These types of pieces from these vendors are so poorly packaged that even normal handling results in a high percentage of breakage. We will try and repackage as much as possible when we see it, but the manufacturer needs to take some level of responsibility.

Products with real or aesthetic defects must be returned to Trimarc for repair and redelivery. If the client elects to keep the product at the job site, the responsibility for said defect is relieved from Trimarc and the product is kept AS IS.

Limitation of Liability

1. TriMarc's liability for lost and or damaged items is 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 the 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.

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3. TriMarc has not viewed these specific pieces prior to installation. TriMarc is not responsible for damage to 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
7. If a product is left at a home or jobsite outside at the instruction of homeowner or designer, TriMarc will take a photo of the piece as left and will assume no liability as to the condition of the piece.

Other Services and Rates

Procurement:

TriMarc is the installation division of Atlanta Design Group, a direct to the trade showroom, which provides full-service procurement. Please contact us to be placed in contact with our procurement division.

Project Management:

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

Furniture Repair:

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

Fabric/Leather Protection: See Website www.trimarcinstallation.com "Fabric Protection" for rates and more information

For more information regarding Fabric/Leather Protection rates and its warranty program or to schedule please contact Customer Service @ customerservice@atldesigngroup.com

Disposal Fee: \$50/per piece for all furniture disposed of using TriMarc dumpsters

Vendor Return Fee: All products returned to vendor will incur a \$10/per piece charge to package and prepare the products for return.

Terms:

All Installation and Customer Pick-up services are COD for ALL customers.

All Monthly Storage Invoices are due Net 10

All Repair Invoices are due Net 10

All Disposal and Vendor Return Invoices are due Net 10

We accept personal checks, credit cards (Visa/MC/Discover and AMEX.) Credit cards will be accessed with a 3% convenience fee.

Termination of Services

If partnership between TriMarc and client is terminated by either party, there is a 30-day period to remove all product from warehouse at the practical convenience of TriMarc relative to the amount of material and manpower available. All outstanding invoices and payment for items picked up are due PRIOR to releasing product.

During the 30-day removal period storage charges will still apply and accrue for billing.

If a client does not communicate within 30 days of the invoice due date and after receiving a **FINAL LETTER OF DEMAND**, TriMarc has the right to sell the products to recover all its costs regardless of the value or costs of the product in question.

Agreement to Local and Model Home / Travel Fee Schedule and Terms and Conditions

By signing this agreement and returning this form to TriMarc, you are hereby agreeing to all basic terms and conditions contained in this document.

Client or Company Contact Name:

Company

Contact Name

Signature: _____

*** Signature Required***

Date: _____

Email signed page to: customerservice@atldesigngroup.com