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Do it for South Jersey!

DATE: January 1st, 2022

TO: FBSJ Charitable Feeding Network

RE: Delivery Policy

Due to the high demand for deliveries and the increased cost of maintaining vehicles, the minimum weight for delivery is **750 lbs.**

- *All agencies must have their own helpers to bring in their order, therefore drivers are only required to unload the truck, bring the pallet to your door, and get your signature on the invoice. Your agency is responsible for bringing the product into the building.*
- *Please be prepared. Your timeliness means everyone gets a timely delivery*
- All deliveries are scheduled between 7:00am-1:00pm (conditions permitting)

A specific time cannot be reserved or communicated before the day of delivery due to uncertainties of weather, traffic, unloading time, etc. Drivers WILL give a courtesy phone call the day of delivery to advise when they are on the way to your stop.

- If a driver arrives to a site and no one is there to unload, they must call the Operations Supervisor who will then authorize them to continue their route after 20 minutes.
- The driver will leave a notice at your location stating that a delivery was attempted, and that the delivery will be rescheduled for the next available day
- Redelivery cannot be guaranteed, and the order will be returned to the Distribution Center at the end of the route. Redeliveries may also have an associated cost.
- Drivers will make every effort to get as close to the unloading zone as possible, however they must unload only on paved surfaces, and are not permitted to enter the premises to help unload the order.
- At the time of delivery, both a SIGNATURE and PRINTED name must be included on the invoice by the person receiving on site. Drivers MUST have both before they are authorized to leave.