Customer Agreement – Hold Harmless Form

Non-Traditional Placement of Container(s) and
Additional Charges for Delivery or Pick-Up

Your container or vehicle is being picked up from, or delivered to, a "non-traditional" space.

Our drivers arrive at a pick-up or delivery location sight-unseen. Please be advised that any situation causing our driver to spend time beyond the normal allotment to load/unload a container will incur additional charges of $95.00 an hour. This will be passed on to you, the "customer."

Non-traditional spaces consist of, but are not limited to:

- Off the normal roadway or driveway
- Inability to maneuver truck onto site without problems
- Access roads or driveways that curve and/or have tight openings or turns
- Woodsy access roads and RV lots with bushes, trees, low-hanging branches
- Uneven ground, lawns or grassy fields, marshy ground, deep sand or gravel
- Clutter or debris needing clearing first
- Locked gates, contact person unavailable
- Curbs/Drains/Fields/New soft blacktop surface
- In the course of pulling out the container to a loadable position
- We are not responsible for damage to driveways, gates, fences, or parking lots
- Any damage to property from pulling a container out to roadway
- Not liable for damages to any contents inside containers.
- Other (write-in):_____

When arriving on the scene, Hansen's driver will survey the situation. If the job can be done without any problems, he will perform the job as normal. If the situation calls for special attention and extra time, he will provide the customer with this agreement for signature, and call Hansen's dispatcher for authorization.

The customer has the right to decline paying additional fees by not signing, at which time the driver will depart.

Yes No

Extra Time Needed? (Circle One) **Driver Name** Driver Time In Driver Time Out

(Driver: If customer agrees, do two forms, one for them and one for the office.)

To the Customer: By signing below, you agree that pick-up or delivery of your vehicle or container has been deemed "non-traditional," and you agree to the Non-Traditional terms above.

Print Name Signature Date

Address (required) Phone

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