



October 28, 2013

Regarding: Winter Roof Loads

To our valued Customers,

With the snow flying and delivery conditions changing, this is a friendly reminder of our corporate policy regarding winter roof loads.

Our policy:

- SDS will sweep/remove clean loose snow on roof decks for all roofs loads.
- SDS will not remove ice from roof decks and will not deliver to iced roofs.
- Roof loads that are ice covered, and/or where the safety of our staff or security of the products cannot be securely placed, will not be loaded.
- In the event of iced roofs the customer will be contacted to discuss ground drop and redelivery options.
- Loads that are brought back to our facility will incur a \$250.00 delivery surcharge.
- All loads will also include all kilometre charges for that location

Should you have any questions or concerns please feel free to contact Sean Ryan (403) 328-3535 or Brian Istace (403) 291-1013.

Thank you for your business.

Best Regards,

Shoemaker Drywall