

Delivery Program FAQ Page

Is delivery free?

If you use our Hubs, deliveries are free! There are costs associated with direct deliveries. Below is the full fee schedule associated with our delivery and pickup program. Please note that other program fees may apply as well.

Service/ Incident	Fee
Neighborhood Tool Hub Drops and Pickups	\$0
Deliveries or Pickups at Partner	
Within 40 miles of the ToolBank	\$75/ Per Trip
More than 40 miles from the ToolBank	\$75 + \$1.25/mile/ Per Trip
Cancellation	
More than 72 hours notice	\$0
Less than 72 hours notice	100% of delivery/pickup fee
Missed Delivery or Pickup Appointment	\$100
No Unloading Support	\$100

How do I pay for my delivery?

Delivery fees are due 3 business days before your delivery through an online payment. This invoice will be sent upon confirmation and must be paid 3 business days before the scheduled delivery date. The tool handling fees will be invoiced separately the week of your order to accommodate any tool order changes. You will have 14 days to pay your tool handling fees.

What if I have to cancel my order?

Member agencies must provide a notice of 3 business days before your delivery. With less than 3 business days' notice, you will be charged 100% of your delivery fee. These rules are in place because our delivery schedule is often fully booked and we may be turning away other partners for your order.

What if I need to postpone my order for a few days?

We understand changes happen - notify our team immediately when this happens. If you already have your tools, we may be able to extend your order, as long as the tools aren't already

reserved by another partner. If the tools on your order are due back for another partner's order, we will require you to return them on the scheduled date.

Changing your deliveries or pick-ups with short notice is subject to the availability of our staff. In the event we cannot move a delivery, you will be required to pick up or return items to the ToolBank. Fees will still be charged if the change is made with less than 3 business days' notice.

What if I am late to meet you for my direct delivery or pickup?

We understand that sometimes things happen. If you anticipate being late, let us know ASAP. We try to accommodate schedule changes as best as we can, however, this will be subject to the availability of our team. Our deliveries are on a tight schedule, so a delay will impact our other partners receiving orders that day.

If you miss your appointment and are in contact with the ToolBank team, we will accommodate schedule changes, if possible, with the \$100 missed delivery fee.

If we arrive and no one from your organization is there and we cannot contact you, we will wait 15 minutes from the time of your appointment. After 15 minutes, if we have not heard from you:

- For deliveries, we will leave and your order will be canceled. Your organization will be charged the full delivery fee plus the \$100 missed delivery fee.
- For pickups, if the tool order is left alone or the order is missing, your organization will be charged the pickup fee, the \$100 missed delivery fee, and any related fees for missing or lost tools.

What if we don't have anyone to meet you for my direct delivery or pick-up appointment?

We cannot leave tools unattended. We understand emergencies happen, if you cannot make your scheduled appointment, please call us ASAP to reschedule. If you think this is likely, use one of our Hubs! No one has to be onsite and you can pick up and drop off from the Hub at your convenience.

For direct deliveries, there **MUST** be someone on site to check in your tool order and help us unload/load the truck. You are responsible for double checking your own order. Once you sign the paperwork, you are agreeing that you received your complete order.

If we arrive and no one from your organization is there and we cannot contact you, we will wait 15 minutes from the time of your appointment. After 15 minutes, if we have not heard from you:

- For deliveries, we will leave and your order will be canceled. Your organization will be charged the full delivery fee and the missed delivery fee.

- For pickups, if the tool order is left alone or the order is missing, your organization will be charged the pickup fee, missed delivery fee, and any related fees for missing or lost tools.

What if I decide at the last minute I want my tools delivered?

The ToolBank is willing to make last-minute accommodations when our schedule allows it. For short-notice requests, please call us at 713-674-0262.

Can I schedule a direct delivery and pickup on the same day?

Yes! As long as our schedule allows it, we can deliver your items before your project begins and pick them up once you're done. In this case, you will be charged for both the delivery and pickup fee. We encourage you to book early!

What if I want an order delivered, but we'll have someone who can bring it back to ToolBank?

You can schedule a delivery for your drop off, pick up, or both! We can be flexible with the resources you have.