

Member Information for the Installation of Sheds and Playsets

Services Provided by XPO

Thank you for purchasing the home services for your new unit. An XPO representative will be contacting you within 1-2 business days of your purchase to schedule a convenient time for service (Purchases made after normal business hours, i.e. Friday evenings and weekends, will receive a call on Tuesdays). Service dates and times may be subject to change due to inclement weather. If you have any additional questions after reviewing this information sheet, please contact XPO's East Coast office at 646-454-3862 or at 646-454-3863 for their West Coast office.

SHED and PLAYSET Information

Homeowner's Responsibility:

The homeowner is responsible for selecting the site for the installation and is responsible for any belowground damage, which may occur to sprinklers, plumbing, electrical cable, etc. because of digging. It is the homeowner's responsibility to be aware of these underground obstacles. It is also the customer's responsibility to ensure that the land is level and ready for installation of their unit. XPO is **not** able to landscape or level areas for the unit.

Services Offered

XPO will make sure the assembly site is level at the necessary locations for proper installation of Shed. Playset leveling will only be done where the parts come in contact with the ground. XPO will remove up to 4" of dirt at the playset base. As part of this service agreement, XPO cannot dig through asphalt or concrete, or dispose of dirt removed to make the hole (XPO will relocate the dirt to another, reasonable location on your property if requested). You should contact XPO to check if this is a service your XPO technician can perform at an additional cost to the homeowner. ***Product will not be assembled the same day as delivery unless otherwise arranged with XPO.***

Installation Visit

A family member over the age of 18 must be present in the home while the XPO technician is on your property, this person will be required to sign off on the location and placement of the Shed or Playset. An XPO technician will arrive at your home on the scheduled day within a given 4-hour time window. You will need to point out the primary and secondary location you would like the Shed or Playset installed, both sites should be located on level ground.

Shed Assembly

- Check with Municipality and Homeowner's Association (if applicable) on guidelines pertaining to permits
- Determine the exact location and in which direction the front of the shed will face
- Ensure there is either a concrete slab or wooden pallet/base for the shed to be built on. To ensure your shed is built correctly you need to make sure your base is **COMPLETELY LEVEL**. For questions about the dimensions of the base and how to construct it, please visit

<http://www.lifetime.com/customerservice/assemblyinstructions> and enter in the model of the shed you have purchased

- Be sure all pets are restrained with a leash or lead if they need to be outside while assembly is taking place
- The homeowner must be present and will need to sign-off on the work order once complete
- After the installation it is important to maintain the product based on the manufacturer's recommendations

Please be advised, if you do not have a base constructed when the installation company arrives for the installation appointment, this will delay the time in getting your shed assembled.

Playset Assembly

- To ensure your Play System is built correctly you need to make sure that the area where it will be installed is level and cleared of all debris.
- Playset leveling will only be done where the parts come in contact with the ground.
- XPO will remove up to 4" of dirt at the playset base. As part of this service agreement, XPO **cannot** dig through asphalt or concrete, or dispose of dirt removed to make the hole (XPO will relocate the dirt to another, reasonable location on your property when requested). You may contact XPO to check if this is a service your XPO technician can perform at an additional cost to the homeowner.

Please be advised, if you do not have the area where the Play System will be installed leveled, marked and cleared of all debris before the installation company arrives, this will delay the time in getting your Play Set assembled.

Also, moving a swing set to a new location after installation has begun may affect the integrity of the unit and the installation. If you are not satisfied with the location you chose and wish to have the unit moved to a new location, then the following will occur: additional fees to move the unit and the warranty on your unit will be voided.

XPO's Policies and Procedures:

- Depending on unit, assembly could take anywhere from 3 hours to all day (light permitting)
- Technicians will build the unit to manufactures specifications as seen in the owner's manual/assembly booklet.
- Boxes/Garbage will be consolidated and placed curbside or another location on the property
- Technician will go over unit with homeowner to ensure they are satisfied with the build prior to signing paperwork (screws are tight and flush, doors and latch work properly, roof is secure, etc)
- XPO may need to reschedule assembly should the following conditions exist:
 1. Temperature below 45 degrees
 2. Inclement weather on the day of appointment
 3. Saturated ground due to previous heavy amounts of rain or snowfall