

Tool Order Direct Delivery Services:

How to Request a Direct Delivery Order:

The Cincinnati ToolBank offers direct site delivery services for members who want their tools brought to their door.

To schedule a direct delivery, select the "Delivery – Added Fee" option when [submitting your tool order request through the system](#).

- As with all tool orders, ToolBank staff will be in touch to confirm availability of the requested date/time, as well as the availability of the tools you requested within two business days. Tools and Delivery/Pickup windows are scheduled on a first-come, first-serve basis **Mondays, Wednesdays, Thursdays, and Fridays 9:30am–3:00pm only.**

How much do Direct Delivery/Pickup Services Cost:

Delivery/Pickup Services are calculated based on each trip from the Cincinnati ToolBank (1682 E Seymour Ave. Cincinnati, OH 45237) to the designated address you provide on your order and are applied to each trip.

- \$100.00 each trip (to deliver **AND** pick up your order) on top of your tool handling fees, and any due membership fees.
 - *Example: You place a large tool order that will take two trips with our 12ft box truck, and request order delivery AND pick up.*
 - Delivery Fee: \$100.00 x 2 trips = \$200.00.
 - Pick Up: \$100.00 x 2 trips = \$200.00.
 - Total Service Fees: \$400.00 in addition to tool rental costs.

Loading and Unloading:

PLEASE BE AWARE: We send a driver, not a moving company!

You are responsible for coordinating the appropriate onsite team to unload, load, and place equipment for your project. We are a small team and only send one staff member with direct deliveries. **Members who do not adhere to these policies are subject to an additional \$100.00 Insufficient Support Fee!**

Cincinnati ToolBank staff will confirm the minimum required number of individuals for unloading the truck when confirming delivery details.

Truck Unloading Guide:

- 1/4 Truckload – 2 individuals for unloading.
- 1/2 Truckload - 3 individuals for unloading.
- 3/4 Truckload - 4 individuals for unloading.
- Full Truckload - 5 individuals for unloading.

What if I am late to meet you for my Direct Delivery/Pickup?:

If you anticipate being late, let us know ASAP, and we will do our best to accommodate schedule changes. HOWEVER, it is important to note that our ability to do so is subject to our team's availability. Our schedule is tight, so any delay has the potential to impact other member agencies.

If you miss your appointment with no communication to the Cincinnati ToolBank team, we will try to contact you once, and we will wait **15 minutes** from your scheduled appointment time. After 15 minutes, if we have not heard from you...

- **For deliveries** – We will leave, and your order will be cancelled. Your organization will be charged a missed delivery fee of \$100.00, plus a no-show fee equal to 100% of your tool rental fee.
- **For pickups** – if the order is left alone with no one to assist or is inaccessible to our driver. Your organization will be charged the standard pickup fee of \$100.00, plus a \$100.00 Insufficient Support Fee.

How do I cancel my order?:

Member Agencies are required to provide a notice of at least 2 business days before your delivery date to avoid any cancellation fees. If cancellation is requested with a notice of less than 2 business days, you will be charged 50% of your tool handling fee, as well as 100% of your delivery fee. These rules are in place as our delivery options are limited, and we may be turning away other partners for your order.

What if I only want an order delivered, but I can bring it back?:

You can schedule your order for Direct Delivery, Direct Pickup, or both! We will charge the \$100.00 fee to have ToolBank Staff either deliver or pick up an order.