

## Schedule B -- AGENCY DELIVERY FEES AND FURNITURE SCHEDULE

Effective Date: 1-1-17

- If an appointment level needs changed; it must be changed prior to arrival - no change permitted once the client or case manager has arrived.
- All appointments must use FBCO delivery except a 15 point appointment, as long as, prior approval, the proper delivery vehicle and adequate client loading help is available, and as deemed by the sole discretion of FBCO. For insurance reasons no assistance is provided by staff for self loading and loading must be completed within the allotted appointment and loading times outlined below.

### Delivery Service Options

Agency Spend	Minimum Pre-paid amount	No-show fee	60 Furniture Points Max		45 Furniture Points Max		30 Furniture Points Max		15 Furniture Points Max		
			Curb	Inside	Curb	Inside	Curb	Inside	Curb	Inside	Own Truck
No Contract or less than \$5,000	\$70 at time scheduled	\$ 70	\$ 250	\$ 320	\$ 206	\$ 276	\$ 170	\$ 240	\$ 130	\$ 200	\$ 120
Greater than \$5,000 and less than \$10,000	50% of committed spend	\$ 70	\$ 240	\$ 310	\$ 196	\$ 266	\$ 160	\$ 230	\$ 120	\$ 190	\$ 110
Greater than \$10,000 and less than \$20,000	50% of committed spend	\$ 70	\$ 236	\$ 306	\$ 190	\$ 260	\$ 156	\$ 226	\$ 116	\$ 186	\$ 106
Greater than \$20,000	50% of committed spend	\$ 70	\$ 230	\$ 300	\$ 186	\$ 256	\$ 150	\$ 220	\$ 110	\$ 180	\$ 100

\$70 - Premium Service (appointment within 24 hours), Per Client; added to above fee

\$80 - Single Client Visit outside FBCO's service area as defined in Schedule A ("Policies") add this fee to no contract fee per points selection; Delivery not available

\$90 - Basic Re-delivery fee

\*\*Client appointments not cancelled by 12 noon the previous business day and client no-shows will be charged the corresponding "No-Show Fee".

### Furniture & Time Allotments

Furniture Max Points	Approx. Time to Serve (mins)	Max Core Items (60%)	Approx. Total Items	Self Load Time Allotment
60	20	12	20	N/A
45	15	9	15	N/A
30	10	6	10	N/A
15	8	3	5	appt. time + 2 min

See Schedule C for delivery area zip codes.