



Welcome to the Graceland Portable Buildings family! Congratulations on your purchase of the top-rated portable building available today! We are confident you will have a lifetime of enjoyment of your building.

This packet contains detailed instructions on what you need to do to prepare for the delivery of your building. Please read through it and follow the instructions carefully.

This packet also includes warranty information plus instructions on how to register your portable building. Please be sure to do so.

Lastly, this packet includes instructions on how you can make good money referring other customers to Graceland Portable Buildings. We hope you will take advantage of this exciting Referral Program.

We thank you for joining the Graceland Portable Buildings family and wish you a lifetime of enjoyment of your building!

Sincerely,
The Graceland Portable Buildings Team

Call 811

Before we set your building

It is the CUSTOMER'S responsibility to have all possible utilities marked (natural gas, electricity, phone, etc.) before the driver anchors your Graceland Building. The CUSTOMER is also responsible for marking the location of all private lines such as invisible pet fences, sprinkler systems, yard lights and gas lines.

If your building will be located in a clearly open area with no possibility of public utility and private lines, you may not be required to notify 811. When in doubt, call 811.

If we determine that you need to have the utilities marked before we anchor your building and you haven't arranged with 811 to do so, we may not anchor your building. That decision lies solely with the driver. If we return to anchor your building, you may be charged for the additional service call.

Call 811 and they will mark your utility lines for *free*.

- Call 811 before we set your building
- Give at a minimum two working days notice before we deliver (48 hours)
- Utility companies will mark the location of underground utility lines

Remember, the building anchors may penetrate 3' into the ground.

WWW.811NOW.COM is now available for all states!

Delivery Info

Thank you for choosing Graceland Portable Buildings®. This form is to assist you in preparation for the delivery of your building. We hope you have a wonderful experience and enjoy your Graceland Building.

1. Materials Needed:

***Your Independent Delivery Technician will have access to spare, pressure treated lumber that can aid in the leveling of your building. For setting building, it is recommended that you provide concrete blocking.*

A. Concrete Pad (Solid Concrete Brick, Cap Block)

1. 4X8X16 Blocks;
2. 4X16X16 Blocks may be recommended for larger buildings;
3. Ask your Delivery Technician how many are needed when you are called by the Delivery Company to schedule the delivery.

B. Concrete Block (Cinder Block)

1. Optional, generally used to add to the height;
2. Ask your Delivery Technician if these are recommended for your specific needs.

2. Ground Conditions Desired:

A. Desired Location should be clearly accessible, as level as possible, and property should be dry and hard. Location should be:

1. Clear of debris;
2. Utilities and Wires clearly marked;
3. Clear of fences/gates – the path to the location must have at least two, but preferably four feet of clearance to maneuver the building;
4. Clear of low hanging limbs and wires – buildings are usually 14' high on delivery equipment.
5. Delivery Technician is not responsible for removal of trees, limbs, fencing, etc.

3. Local Regulations

A. Contact your local Codes Office to verify:

1. Permits needed – Building, Code, and City;
2. Permissible locations for the building and verification of property lines;
3. Signed Permission if crossing another's property – ask your Dealer for a form if necessary.

B. Graceland and its agents are not responsible for permits, setbacks, restrictions, or covenants.

Please be aware that if the driver gets to your property and cannot complete setup of the building due to unsuitable conditions, there will be a fee for any return trips. We truly hope that you enjoy your Graceland Portable Building®. If you have any questions feel free to contact your local dispatcher at the number provided, or the Corporate Office at 866-574-7446.

Customer Signature

Payment Info

Valued Customer,

Thank you for your recent purchase of quality built Graceland Portable Building[®]. In order to better serve you, we provide a monthly invoice with a detachable payment coupon for you to return with your payment if you have chosen to Rent or Lease to Own your building. Your invoice should arrive within a few weeks. If, for some reason, you do not receive your invoice please call the number below:

Call: 844-363-0409



Important Phone Numbers

1. Dealer's Name and Phone Number: _____

To be filled out by dealer.

2. For questions concerning the **delivery and set up** of your building, please call the Dispatcher in your area at:

3. For questions concerning **payments** on your Rent or Lease to Own purchase, please call: 844-363-0409

4. To request the **pay-off amount** of your Rent or Lease to Own plan, please call: 844-363-0409

5. For questions concerning **repairs covered by the warranty** on your building, please call: 866-574-7446, Choose Option #3

6. If you need your **building moved**, please call: 866-574-7446, Choose Option #3

7. If you need to **return** your Rent or Lease to Own building, please call: 844-363-0409

8. To request **a change in the order for your building**, please contact the dealer where the building was purchased (see item #1).

Delivery Driver: _____

To be requested from driver who calls to schedule delivery.

Dispatcher:

Your Graceland Regional Sales Representative:

Graceland's Corporate Office: 866-574-7446

Graceland's Payment Center: 844-363-0409

Additional Numbers: _____

REFERRAL CARD



REFERRAL PROGRAM

Refer a friend and if they purchase a
GRACELAND PORTABLE BUILDING®
you will receive a **\$50.00** VISA Gift Card!

Customer Referred by: _____

New Customer: _____

Dealer Location: _____

This card must be present to receive Gift Card. Offer only valid at participating dealers.

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Graceland Properties, LLC – Limited 7 Year Warranty

Graceland stands behind their proven quality, with the goal of having satisfied customers, and will strive to repair or replace any product or issue that is not constructed as should be reasonably expected of an outdoor portable storage building. This document is intended to clearly outline Graceland's Limited 7-Year Warranty. The terms "Purchaser" and "Buyer", as used in this Warranty, shall mean the person for whom the Graceland Portable Building product is assembled and installed. This warranty cannot be assigned, and only the immediate Purchaser of a Graceland Portable Building product from Graceland Properties, LLC or a recognized sales agent of Graceland Properties, LLC shall have any rights under this Warranty.

This Warranty is offered on all purchases of a newly built Graceland Portable Storage building effective 7 years from the date of delivery, or 7 years from the date of manufacture of a pre-owned and/or discounted Graceland Portable Building (see "Limitations") unless otherwise notated on the Sales Order or RTO Contract.

Exercise of Warranty will be based upon Graceland's examination and satisfaction that any such defects merit Warranty coverage, and once completed, shall constitute fulfillment of all liabilities and obligations of Graceland Portable Buildings under this Warranty. *In no circumstance will Graceland Properties be responsible for loss of use, lost profits, lost commercial use, or any damages arising therefrom.* ANY AND ALL IMPLIED WARRANTIES ARE EXPRESSLY DISCLAIMED, and the sole Warranty provided is the express limited warranty stated in this document.

Graceland Properties, LLC makes no warranties whatsoever with respect to materials, accessories, or parts incorporated into the storage building if the supplier or manufacturer of those materials or parts has warranties on such materials or parts which exceed the limited warranty set forth in this document. Graceland Properties, LLC assumes no liability and the Purchaser must assert any claim under such warranties against such supplier or manufacturer.

This Warranty does not apply to any Graceland Portable Building product, or part therein, which has been damaged by weather, hail, wind, water, flood, earthquake, earth movement, accident, other natural event, or theft, vandalism, act of God, or any such casualty. *This Warranty does not cover damages to the contents of the Graceland Portable Storage Building, or any other such personal property.* Certain actions will void this Warranty, which include but are not limited to alterations and modifications such as climate control systems, climate control apparatus, sheetrock "finishing", insulating, and any other modification or alteration provided by anyone other than Graceland Properties, LLC.

This Warranty does not cover broken windows, or damage not reported within seven (7) days of initial delivery and setup. Graceland Properties rejects responsibility for claims not reported as provided below within seven (7) days of the Purchaser becoming aware of the same, or reasonably should have become aware of the same. This Warranty does not cover the normal wear and tear of wood or wood products from normal use that can occur over time, which includes but is not limited to, cosmetic changes in the appearance of wood or wood products. The stain and paint coverings used by Graceland Properties are generally rated for 5 years under normal environmental conditions. The effective duration can be lessened due to various factors, including but not limited to, abnormal amounts of sunlight, salt water exposure, or extended wet conditions. Siding products not covered by Graceland Properties, LLC stain or paint carry no Warranty whatsoever. This Warranty does not cover missing or lost keys. This Warranty does not cover damaged caused by any misuse, alteration, modification, neglect, or improper maintenance. Multiple trips to re-level a building may indicate an unsuitable foundation or ground conditions. Graceland Properties has no responsibility to guarantee the foundation and ground conditions, and in these cases, re-leveling of the Graceland Portable Building may be determined to fall outside of

this Warranty. Unsuitable foundation or ground conditions can lead to long-term product problems, including but not limited to door operation and bowing or bending of the floor or siding. Pressure treated flooring may have imperfections in appearance or seam gaps due to shrinkage from the pressure treating process, and are therefore not covered under this Warranty.

Limitations

This Warranty does not cover pre-owned or discounted display buildings except as follows: For seven (7) years from date of manufacture, subject to the limitations stated in this document, the roof is guaranteed not to leak and all doors and windows are guaranteed to function correctly (see ground condition information in paragraph above), and the storage building shall not have structural problems which in the sole opinion of Graceland Properties, LLC, render the outdoor portable storage building unsound. Cosmetic damages or imperfections in pre-owned or display buildings are not covered under this Warranty. This Warranty does not cover any of the above issues on pre-owned buildings which are caused by modification, misuse, or alteration by previous Purchasers, or by unsuitable foundation or ground conditions (see paragraph above). This Warranty does not cover issues above that were the subject or reason of discount.

All Warranty claims must be promptly reported in writing to Graceland Properties, LLC to one of the contact information below:

1. By mail:
Graceland Properties, LLC
Warranty and Repair Dept.
P.O. Box 642
Cunningham, KY 42035
2. Electronic:
repairs@gracelandpb.com
or
3. Phone:
866-574-7446 opt. 3



Express Storage Buildings – Limited 5 Year Warranty

Graceland Manufacturing, LLC will strive to repair or replace any product or issue that is not constructed as should be reasonably expected of an outdoor portable storage building. This document is intended to clearly outline the Express Storage Building Limited 5-Year Warranty. The terms "Purchaser" and "Buyer", as used in this Warranty, shall mean the person for whom the Express Storage Building product is assembled and installed. This warranty cannot be assigned, and only the immediate Purchaser of an Express Storage Building product from Graceland Manufacturing, LLC or a recognized sales agent of Graceland Manufacturing, LLC shall have any rights under this Warranty.

This Warranty is offered on all purchases of a newly built Express Storage Building effective for 5 years from the date of delivery, or for 5 years from the date of manufacture of a pre-owned and/or discounted Express Storage Building (see "Limitations") unless otherwise notated on the Sales Order or RTO Contract. Painted buildings have a one (1) year warranty that covers painted surfaces.

Exercise of Warranty will be based upon Graceland Manufacturing's examination and satisfaction that any such defects merit Warranty coverage, and once completed, shall constitute fulfillment of all liabilities and obligations of Express Storage Buildings under this Warranty. In no circumstance will Graceland Manufacturing be responsible for loss of use, lost profits, lost commercial use, or any damages arising therefrom. ANY AND ALL IMPLIED WARRANTIES ARE EXPRESSLY DISCLAIMED, and the sole Warranty provided is the express limited warranty stated in this document.

Graceland Manufacturing, LLC makes no warranties whatsoever with respect to materials, accessories, or parts incorporated into the storage building if the supplier or manufacturer of those materials or parts has warranties on such materials or parts which exceed the limited warranty set forth in this document. Graceland Manufacturing, LLC assumes no liability and the Purchaser must assert any claim under such warranties against such supplier or manufacturer.

This Warranty does not apply to any Express Storage Building product, or part therein, which has been damaged by weather, hail, wind, water, flood, earthquake, earth movement, accident, other natural event, or theft, vandalism, act of God, or any such casualty. This Warranty does not cover damages to the contents of the Express Storage Building, or any other such personal property. Certain actions will void this Warranty, which include but are not limited to alterations and modifications such as climate control systems, climate control apparatus, sheetrock "finishing", insulating, and any other modification or alteration provided by anyone other than Graceland Manufacturing, LLC.

This Warranty does not cover broken windows, or damage not reported within seven (7) days of initial delivery and setup. Graceland Manufacturing, LLC rejects responsibility for claims not reported as provided below within seven (7) days of the Purchaser becoming aware of the same, or reasonably should have become aware of the same. This Warranty does not cover the normal wear and tear of wood or wood products from normal use that can occur over time, which includes but is not limited to, cosmetic changes in the appearance of wood or wood products. The stain and paint coverings used on Express Storage Buildings are generally rated for 5 years under normal environmental conditions. The effective duration can be lessened due to various factors, including but not limited to, abnormal amounts of sunlight, salt water exposure, or extended wet conditions. Siding products not covered by Graceland Manufacturing, LLC stain or paint carry no Warranty whatsoever. This Warranty does not cover missing or lost keys. This Warranty does not cover damaged caused by any misuse, alteration, modification, neglect, or improper maintenance. Multiple trips to re-level a building may indicate an unsuitable foundation or ground conditions, and may interfere with the proper function of doors and windows. Graceland Manufacturing, LLC has no responsibility to guarantee the foundation and ground conditions, and in these cases, re-leveling of the Express Storage Building may be determined to fall outside of this Warranty. Unsuitable foundation or ground conditions can lead to long-term product problems, including but not limited to door operation and bowing or bending of the floor or siding. Pressure treated flooring may have imperfections in appearance or seam gaps due to shrinkage from the pressure treating process, and are therefore not covered under this Warranty.



Express Storage Buildings – Limited 5 Year Warranty

Limitations

This Warranty does not cover pre-owned or discounted display buildings except as follows: For five (5) years from date of manufacture, subject to the limitations stated in this document, the roof is guaranteed not to leak and all doors and windows are guaranteed to function properly (see ground condition information in paragraph above), and the storage building shall not have structural problems which in the sole opinion of Graceland Manufacturing, LLC, render the outdoor portable storage building unsound. Cosmetic damages or imperfections in pre-owned or display buildings are not covered under this Warranty. This Warranty does not cover any of the above issues on pre-owned buildings which are caused by modification, misuse, or alteration by previous Purchasers, or by unsuitable foundation or ground conditions (see paragraph above). This Warranty does not cover issues above that were the subject or reason of discount.

All Warranty claims must be promptly reported in writing to Graceland Manufacturing, LLC to one of the contact information below:

1. By mail:

Graceland Manufacturing, LLC
Warranty and Repair Dept.
P.O. Box 642
Cunningham, KY 42035

2. Electronic:

repairs@gracelandpb.com
or

3. Phone:

866-574-7446 opt. 3

IMMEDIATE RESPONSE REQUIRED!!!

Please fill out and mail the attached **PRODUCT REGISTRATION CARD** within 7 days of building delivery. Please note: for appropriate action to be taken, if your building was not received in satisfactory condition, this card must be filled out entirely and mailed within 7 days of building delivery. Failure to register your building within 7 days of building delivery date could void your warranty! To register by phone please call 866-574-7446 (and choose option 3). To register building online please go to www.gracelandportablebuildings.com and click on "Product Registration" under the "Contact" tab.

Please cut card along line

PRODUCT REGISTRATION CARD

Building Delivery Date: _____

Building Serial No. (*REQUIRED, found inside building above door) _____

First Name: _____

Last Name: _____

Home Phone: _____

Cell Phone: _____

Address: _____

City: _____

State: _____

Zip Code: _____

Email Address: _____

Was your building delivered in satisfactory condition?

Yes _____

No _____

If No Please Explain in Detail below:



Look for the "G"

Please cut card along line

PLEASE AFFIX
POSTAGE.
USPS WILL
NOT DELIVER
WITHOUT
PROPER
POSTAGE.

Graceland Portable Buildings®
Attn: Warranty Dept.
P.O. Box 642
Cunningham, KY 42035