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GENERATOR LOGISTICS FOR HOVENSA EMPLOYEES

PURCHASING CUSTOMER INFORMATION REQUIRED:

1. Purchasing customer full name and designee if any.
2. Two contact phone numbers.
3. Mailing Address.
4. Physical Address of customers needing units delivered.
5. Copy of Hovensa Employee Contract.
6. Proof of identification.

GENERATOR SHIPPING INFORMATION:

7. Generators will be shipped after purchase order requirements have been met.
8. Shipping updates will be provided at www.tristard.com/generators.html

PICK UP INFORMATION FOR PORTABLE UNITS:

9. Pick up location will be at St.Croix Compressor Building (Upstairs East Wing).
10. Pick up times will be Monday-Saturday from 11 a.m.-5:30 p.m.
11. All pickups must be made no later than 7 days after customer notice.
12. A storage fee of \$6.00 per day will be charged on pickups after 7 days.

DELIVERY INFORMATION:

13. Free Delivery for Emergency Standby generator units only.
14. Optional delivery for portable units will cost \$45.00 per customer (2 units max).
15. Delivery times will be Monday-Saturday from 8a.m.-4:30 p.m.
16. Customers will be contacted for scheduling delivery.
17. Customers and/or designee must be present on schedule time of delivery.
18. Customers will be charged \$45.00 for returned deliveries caused by customer or designee being absent during scheduled delivery.

INSTALLATION:

19. Customers with Standby units will be contacted to schedule a site evaluation.
20. Site evaluation times will be scheduled from Monday-Saturday 8a.m.-5p.m.
21. A free detailed estimate will be provided for Hovensa Employees.

Disclaimer:

Once customers have received Generator units from Tristar Developments LLC, customers are responsible for the safety of the merchandise.