

What to Expect

Shipping & Handling of your gate

What YOU can expect from US and our contracted freight carrier

Packaging

We will use high quality packaging materials and put as much care in our packaging process, as we do in the manufacturing of our products, so that your order arrives in good condition.

Tracking

We will email the carrier and tracking information to you, typically the business day after the order leaves our facility.

Delivery Appointment

The carrier will contact you at the phone number and / or email address you provided to set a delivery appointment.

Carrier Responsibility

The carrier is responsible for transiting the package(s) in their upright position as indicated by the signage on the box, and without damaging the contents.

Day of Delivery

The carrier is contracted to get the packages down to the ground ('curbside delivery'). They are not contracted to help unpackage the boxes, move them to your garage, or to your backyard. At their discretion they may refuse to move the package to a specific location for you. Any charges that we incur from the carrier from your request for special handling will be your responsibility to pay.

Other stated Terms and Conditions apply – reference website and order confirmation

What WE expect from YOU your responsibilities as customer

Changes to Address

You will notify us at least (5) business days in advance of the estimated ship date for any changes in delivery address or contact information. Carrier charges from changes made to the shipping address after this time period, will be your responsibility.

Delivery Appointment & Day of Delivery

You will meet with, or arrange to have someone meet with, the carrier at the appointed time to receive the package.

Damage

DAMAGE TO PACKAGING AND/OR CONTENTS: If the outer packaging has any piercings or tears of the cardboard, is crushed or creased, you will do one of two options:

1. Write 'Packaging Damaged' on and sign the delivery paperwork that the driver retains, REFUSE THE SHIPMENT, and call us at 1-888-749-4283

OR

2. Note 'Packaging Damaged' on the delivery paperwork and then inspect the contents while the driver is present. If there is damage to the contents, note 'Contents Damaged' on the delivery paperwork and REFUSE THE SHIPMENT, call us at 1-888-749-4283 and we will provide you with product in new condition. If there is no damage to the contents, accept the delivery.

IMPORTANT

IMPORTANT !!!

If you accept the delivery AND you do not note on the delivery paperwork that the packaging and/or contents are damaged, you relinquish us from responsibility to pay for any replacement and/or repair of product, which has been received in a damaged condition.

BY APPROVING YOUR DESIGN DOCUMENTS, YOU AGREE TO THE ITEMS LISTED ABOVE