

Country Cottage Shipping Policies

Shipping Options: We offer two shipping companies Plycon (blanket wrap deliveries) and America West. AWest offers three options (blanket wrap, air freight, boxed residential –Gold, Silver, Bronze) Please remember freight companies are not always responsible for unloading your freight or calling ahead for appointments. As many of our products are very bulky and heavy, some weighing in excess of 300 pounds, we strongly suggest arranging for extra help in unloading the furniture or choosing an option to accommodate your needs.

Option 1 Blanket Wrap- This option will deliver to your business or warehouse providing you have room to accommodate a 53' trailer truck and a loading dock. If you have the item going to a business that cannot meet these requirements you will be charged for a residential delivery which will be very expensive. This is the best and safest shipping option given you can meet the requirements. We have negotiated a decent rate which is 10% of value plus the cost of fuel. (Please note: this will not apply if it is a single less expensive item as there are minimum payment requirements of approx. \$200+)

Option 2 Air Freight- This option is intended for smaller items and also individual furniture pieces (such as a single nightstand, dresser or smaller sized bed) that weighs less than 300 pounds. Outside drop only. (Must have arrangements to have help moving the items inside.) These rates will be less expensive than blanket wrap but must have heavy packaging and handling from Country Cottage and a handling fee will apply based on quantity, size, etc. It will still be a less expensive option and WILL have claims paid if damage does occur as long as a value of goods is clearly stated.

Option 3 Residential Delivery- These items must be boxed by Country Cottage and a small handling fee will be applied based on how many items, size, etc. You may choose: White Glove- Placed in room, going up stairs if necessary, all set up, assembly for the first ½ hour, removal of debris. Gold- Delivered inside house and up the stairs, placed in room. No assembly or opening of packaging. Silver-Delivered through the door and placed unopened. Bronze-Delivered through the door or inside garage. (This is the most cost effective and we have had good luck thus far with this option)

Please note: Shipment quotes may vary due to increasing/decreasing fuel prices and are subject to change from your original quotes if they go past two weeks.

Collect Shipping: Please make arrangements to pay for your shipping charges on the day of delivery.

In Case Of Shipping Damage: If you've received your freight "freight collect", you are responsible for settling all shipping damage issues with the freight company. You may not withhold payment of merchandise from Country Cottage for any reason. We strongly urge you to inform yourself of the requirements for filing a claim with each freight company so you can be reimbursed for damaged freight. It is the decision of the freight company to pay your claim or not. Country Cottage guarantees that our freight has been packaged expertly and will not contribute to shipping damage. We also full inspect and assemble each piece before it leaves our warehouse to ensure it leaves in perfect working condition before it is shipped. There is a statute of limitations on filing damage claims, which vary from carrier to carrier, so it is better to handle problems as quickly as possible. You are required to inspect both the box and the piece immediately upon receipt. It is your responsibility to be informed on how to receive furniture. If you are in the business and receive freight daily, we will assume you are aware of these procedures. If not, call the freight company directly for additional information on their individual policies. You need to know how to inspect boxes, note damage or signs of stress on the packaging materials, and sign for the merchandise. **If the item is being shipped to a warehouse or store and cannot be opened and thoroughly inspected at the time of delivery you MUST: Write on the receipt form "Subject to inspection. Did not open and inspect for possible damages that look to be present." Even if the box doesn't look damaged at first glance and you don't have time to inspect it fully you must write this and any other notes to protect your possible claim. Then write down any scuffs, damages to packaging or any information you have that may show that possible damage may have occurred. If you do not do this and simply sign in the package your claim will automatically be denied. This is very important! If you open packaging and DO receive a damaged freight you are required to note so on the bill of lading. Please save all packaging in**

case the item needs to be sent back for repair. Do not throw away unless you know for sure it is not coming back to us. As such you are still required to pay for all merchandise received, as well as any replacement costs of the damaged pieces. If your piece is damaged beyond your ability to repair and you need to order a replacement piece, or send the item back to us for serious repair, do so by submitting a new purchase order and you will be billed accordingly by Country Cottage. If you follow all instructions carefully hopefully your claims will be accepted and paid. We will do the best of our ability to help solve small shipping issues if possible for a reasonable price. If shipment damages are very minor, possible solutions may include: sending small easy to replace parts, sending touch up paint, etc. We will do the best of our ability to help whenever possible. But remember, It is your responsibility to handle and file all claims and damages with the shipping company. Country Cottage arranges quotes but is not the shipper. You must remember to follow all procedures, paperwork and things such as (retaining packaging, providing photos, re-packaging and making the merchandise available to repair companies and or freight companies) is required. Failure to follow all of the guidelines in how to receive freight may result in your shipping damage claim being rejected. Please, follow all the guidelines as set forth in this agreement to ensure that you can be compensated should shipping damage occur.

* All claims for shipping damage are to be made following the initial delivery only. Once the product has been moved by a secondary delivery service, no claims will be accepted from the shipper if signed off on from original receipt location. All merchandise must be inspected within 5-7 days AND before being turned over to additional delivery services or delivered to your client by in-house delivery services.

Important Shipping Reminders:

1. You've noted shipping damage, or stated possible shipping damage on the delivery receipt if unable to open and inspect (Subject to Inspection).
2. You've notified Shipping Companies of damage within 5-7 days of receipt. (Please also notify Country Cottage)
3. You have not moved the product to a second location.

Failure to follow all of the guidelines in how to receive freight may result in your shipping damage claim being rejected. Please, follow all the guidelines as set forth in this agreement to ensure that you can be compensated should shipping damage occur.

Return Policy: All items are custom, made to order pieces by Country Cottage. We do not accept returns on our merchandise as all items are custom made. Please contact us for return only if we send you the wrong item or made a mistake that you can clearly prove and document. Otherwise all sales are final. In the event that your item does needs to be sent back, simply repackage the piece in the manner in which you received it, in its original packaging, and call us ASAP. If you have thrown away your packaging and wish to return merchandise, it is your responsibility to procure new packaging. You must repackage the item in an expert fashion to reduce risk of shipping damage. If you fail to re-package in an expert fashion, and shipping damage occurs, you may forfeit your right to a refund.

PLEASE NOTE: ALL PIECES COME WITH SANDED EDGES TO PROVIDE A VINTAGE PATINA UNLESS REQUESTED UPON ORDER NO SANDING.