



Customer: \_\_\_\_\_  
Sales Order #: \_\_\_\_\_

## RECEIVING POLICY & GUIDELINES

Prior to shipment, each piece of David Francis, LLC furniture is carefully inspected. An inspection certificate is applied to each piece of furniture. This certificate states that prior to shipment, to the knowledge of David Francis, LLC, the piece was free of any defects in workmanship or materials. David Francis, LLC carefully wraps, boxes, and palletizes (when necessary) to ensure your furniture arrives safely at your delivery address. Although very rare, damage during transit may occur. Please follow the guidelines below when you receive your delivery.

**David Francis applies ShockWatch labels on product packaging.** A RED ShockWatch vial indicates rough handling. If RED, please note on the BOL/Delivery Ticket "Damaged. ShockWatch label RED" and inspect shipment contents **IMMEDIATELY**.

If there appears to be damage to any part of the shipment, open and inspect the contents immediately **BEFORE SIGNING a Delivery Ticket**, the delivery driver is required to wait while the receiving party visually inspects the contents of the shipment for any physical damage only **IF** the exterior carton indicates possible damage. **If the packaging or the item has obvious freight damage, REFUSE the shipment, and mark the Bill of Lading/Delivery Ticket as "DAMAGED"**. Please take clear photos of the damaged packaging, ShockWatch label, and/or damaged contents.

After the receiving party refuses the shipment, please contact our customer care department within (2) business days at [CustomerCare@DavidFrancisFurniture.com](mailto:CustomerCare@DavidFrancisFurniture.com). Any damage reported after (2) business days of your item's arrival to the receiving address will be denied. Be sure to include all photographs and order details for our review. *Failure to include all requested information within (2) business days will result in the denial of your claim.*

**IMPORTANT:** It is your responsibility to ensure that all parties involved in receiving your shipments, including the warehouse, receiver, client, etc., comply with our requirements. Signing a delivery ticket as "free and clear" or "pending inspection" confirms that the shipment arrived in good condition and was complete. If the receiving party signs the Delivery Ticket for your shipment "free and clear" or "pending inspection" without noting and reporting any damage, defect, or error, on the Delivery Ticket, you are responsible for all such damages and your damage claim with David Francis, LLC will be denied.

**NOTE:** If you arrange your own pick up from the David Francis, LLC warehouse, you forfeit the right to claim any damage on your shipment with David Francis, LLC.

**REFUSED DELIVERY:** If the receiving party refuses delivery of an order that is not damaged, you will be subject to restocking fees or re-delivery fees.

**PLEASE NOTE:** Photographs shown online or in printed material display colors, textures, and character differently. Every David Francis, LLC piece of furniture is hand-crafted with natural materials resulting in variations in colors, grain patterns, texture, and characteristics. Each piece is hand-finished to order therefore finish samples must be regarded as an approximation of the final color. David Francis, LLC is not responsible for variations as these should be expected and will not be considered defects, damages, or manufacturing errors.

**TITLE AND RISK OF LOSS:** Title and risk of loss shall pass to Buyer upon delivery of the furniture to the address reflected on the Invoice and Delivery Ticket by the freight and shipping logistics company engaged by David Francis, LLC to complete such delivery.

For complete General Information Terms & Conditions, please visit our website at [www.DavidFrancisFurniture.com](http://www.DavidFrancisFurniture.com).