

# Furniture Shipping Information



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Here's what you need to know about large item shipping

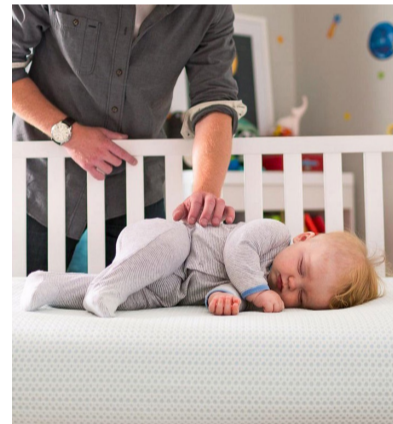
## Furniture shipping information

Most of our furniture items are shipped directly from the manufacturer's warehouse and have a wide variety of processing times. Furniture orders can also be shipped from more than one warehouse and will arrive separately. Furniture is shipped by a variety of methods, either UPS or FedEx ground or LTL freight. **Always feel free to reach out to find out how your order will be shipped.**

### UPS/FedEx Ground vs. Freight

If your order ships ground or freight, you will receive an email from us with the tracking number so you will know when to expect your order.

Shipping methods can vary depending upon what items are in your order. Large furniture items (such as dressers and some gliders/recliners) will be shipped via freight. Smaller items that arrive flat packed and unassembled (such as cribs, changing stations, conversion kits and bookcases) may be shipped via UPS or FedEx Ground. For example, if an Oeuf Crib is purchased alone, it will be shipped FedEx Ground. If an Oeuf dresser is included on the order, or on its own, the item(s) will be shipped together via LTL freight.



GROUND DELIVERY

FREIGHT DELIVERY

### Curbside Delivery

Curbside delivery is just like it sounds. The shipping company will deliver to your curbside - they will not bring it to your door. We recommend that when you are scheduling delivery to have (depending on the size of your order) one or more people available to help with the moving of the furniture. Alternative shipping methods are available for certain products, in certain areas, for an additional fee. Please contact for details if you would like to discuss the possibility of upgrading your shipping method.



## Ground (UPS or FedEx) Delivery Guidelines

Usually you will not need to be home for these deliveries. We will email tracking information as soon as we receive it from the vendor's warehouse. Occasionally we will receive this tracking information after it has already been delivered due to time differences and warehouse locations in relationship to where the items are being shipped. You will receive this information in an email with the subject line of: "[ModernNursery.com](https://modern-nursery.com) order (your order number) has shipped" and tracking will be available on your account.

Should a ground delivery appear to look damaged, only refuse the delivery if there is obvious damage to the items inside. Oftentimes, a box can look "trashed" but due to the care our manufacturers take in packaging their products, most likely only a replacement part is needed and it is much more efficient to send only a replacement part rather than the entire piece. Digital photos of any damages are always required. Please photograph the piece as well as the box it arrived in. Be sure to keep all original packaging until the claim is resolved. We cannot pick up or replace any damaged items unless they are in their original packaging. Should items be refused due to damage and upon inspection and it is found there are no damages you will be responsible for the shipping costs incurred.



## Receiving Furniture Freight Shipments

Many furniture items will be shipped via a freight carrier because they are too heavy or require special handling. Most carriers schedule deliveries Monday-Friday, 9:00am-5:00pm. Customers must be onsite to receive, inspect, and sign for delivery. The freight carrier will contact you once the order arrives at their local delivery terminal, typically 1-2 days prior to delivery to make a delivery appointment. When contacted by the carrier, it is important to make note of the carrier's name and phone number, we don't always have easy access to this information as we have many carriers throughout the country. This will be very helpful if the carrier needs to be contacted for any reason. If the carrier is unable to reach you within 10 days of the initial contact attempt, the shipment will be returned to sender and you will be refunded for your order, minus the actual shipping charges both ways and a 10% restocking fee.

**It is essential that the carrier be contacted should there be a need to reschedule a delivery.** Every missed delivery appointment will be charged an additional \$75. In that case, your shipment will be held with the carrier until that payment is received. If the fee is not paid within 5 days of the original delivery appointment, the shipment will be returned to sender and you will be refunded for your order, minus the actual shipping charges both ways, a \$75 missed appointment fee and a 10% restocking fee. Depending on the items on your order, your freight shipment will be delivered either threshold (to the first point of entry into your house/building- i.e. a garage or front door) or with White Glove service (into a room of choice with all items unpacked and packaging materials discarded). Please feel free to give us a call if you'd like to inquire about other delivery options available in your area.



Our brands take great care in packaging items to ensure safe transport. Even though items are packaged with the greatest care, transit-related damage can occur, so please follow the steps below to ensure a claim can be filed properly if necessary and we can get the replacement goods to you as quickly as possible.

1. **INSPECT THE PACKAGING THOROUGHLY BEFORE SIGNING.** If you notice any surface damages on the outer part of the carton, this should be written on the BOL (Bill of Lading) or delivery receipt. Whether or not the inner contents of the package are damaged, you should always note any damage to the outside just in case concealed damages are discovered later on. If damage to the inner contents is visible from the outside, this needs to be noted on the BOL. If there are visible damages to the inside contents of the box, you are welcome to refuse delivery. Please make sure to notify us of this as well as send photos of the damages within 24h of delivery so we can work on a replacement for you. If there is damage visible on the outside of the box, it is possible that there will be no damage to the interior. Should items be refused due to damage to exterior packaging and upon inspection it is found there are no damages to the product itself, you will be responsible for the shipping costs incurred.
2. **CHECK THE NUMBER OF PIECES LISTED ON THE SHIPMENT DOCUMENTS** (packing list or BOL). Make sure that the number of pieces in the shipment matches the items that you receive. If you receive less than what is reported on the BOL, please note it on the BOL. Try to always give as much info as possible, and it is great if you can identify which piece is missing and include that on the BOL as well.
3. **KEEP A COPY OF THE BOL.** Make sure the driver provides you with a copy that is signed by both the consignee and the driver with any and all notations on both copies. This means the notes should be on both copies, so it is helpful to make all the notations before the driver separates the carbon copies.
4. **DO NOT LET THEM DRIVE AWAY BEFORE IT'S OFFICIAL.** Finally as a word of caution, many carriers or drivers may try to tell you it is not necessary for the bill of lading to be "noted on" or to be signed. They might tell you that "don't worry, I'll follow up with this" or "I'll take care of it back in the office". Do your best to ignore these comments and follow the procedures listed above. The driver may even tell you they are in a hurry and they do not have time for the notations to be made or that they are taking photos and will provide them to their company or to us. Please note that you are responsible for providing photos to us, as the claim will be made against the freight company on your behalf. Again, do your best to follow the steps listed. Following these steps will ensure your protection in terms of making sure the claims are honored.

## FURNITURE DAMAGE CLAIMS

**We will not be able to place a claim to replace damaged items if damage is not noted at time of delivery.** We will be unable to assist with repair or replacement of damaged merchandise if it is not thoroughly inspected and documented as described above. Please keep in mind that we do not provide partial or full refunds for damaged orders but we absolutely will provide replacements for any damaged parts or items!

**It is the customer's sole responsibility to notify us of any claims for damage within 24 hours of delivery;** otherwise, we will be unable to assist with a claim. Digital photos of the damaged items as well as the boxes they arrived in will also be required.

**IMPORTANT:** In order for Modern Nursery to file a claim with the carrier, the consignee must be able to repackage the items with their original packaging material and in the original carton in which the items were received. If the original packaging materials including the box are not available, then we cannot issue a replacement free of charge. In this case, replacements can be sent only at their regular price.

### SUMMARY

- Note any damage upon delivery.
- Inspect your packages thoroughly upon delivery for any damage.
- Contact us immediately if any damage is found at 877.663.2224.
- Do not dispose of any packaging until damage claim(s) are resolved.
- Have one or two extra hands available when receiving large furniture shipments that are sent via freight.

### CANCELLATIONS

If you find it necessary to cancel a portion of your order you must do it prior to the items shipping to you. Once the order has shipped, we cannot cancel any portion of the order.

Should a shipment be refused when it is not damaged or ordered incorrectly, you will be responsible for all round trip shipping costs.





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