

Thank you for purchasing blomus items. The items you have purchased fall into our large shipment category, which means they will be delivered by an oversized box truck or semi truck to your indicated delivery address. This method requires special care and instructions, which can be found below.

- Both blomus and our freight carrier will be contacting you at the telephone number and/or email address you provide on your order. Please insure that both are correct and be willing to accept information regarding your shipment. (Contact might be made via blomus SKS USA, Freight Club, or an independent truckline.)
- Your items will be delivered via a service called “Threshold Delivery” this means they will be delivered to the first dry area available, such as a covered front porch or garage. (In a high rise building this could be the covered front door or rear service dock.) Items will not be carried inside your home, or to the back of your home or into your apartment or lobby. Please have someone available to help you carry your large items to your desired location.
- We will provide you with a tracking number and carrier when the shipment has been picked up from our warehouse. The transit will generally be 5-14 days from our warehouse to your delivery point.
- Either Freight Club, or most likely, the truckline will contact you via email or telephone to set up a delivery appointment time. An adult, over 18 years of age, must be present to sign for the delivery of your item(s). The carrier cannot leave the shipment if there is not an adult available to sign for the shipment.
- If there is damage to the shipment, it **MUST BE** noted on the document the recipient signs. You have no legal recourse for a damaged shipment if it is not noted with the recipient signature. We cannot file claims with the carrier or offer refunds to you if the damage is not noted. You have the right to refuse a shipment if it damaged, but please take pictures of the damage and email them to blomus immediately.
- Do not use a sharp knife or cutter to open your package as you may damage the contents!