

It is our goal and pleasure to ship our unique one of a kind Rustic Furniture to your location with the utmost care and precision. Because our furniture is traditionally hand crafted, most of our furniture is already built and would need to be shipped via Motor Freight on pallets and are subject to freight carriers rules and regulations.

- **Free shipping VS Rustic Furniture Fair Shipping** “Free” shipping would require all our product to be marked up enough to absorb the cost of shipping anywhere in the US, or minimum 2100 miles. We ship according to YOUR zip code so you are getting a fair rate and not the maximum distance rate. In addition to Fair Shipping, we can also offer better rates for larger orders.
- **Motor Freight** The farthest point Freight will deliver is to curbside or driveway from a truck with a lift gate. Delivery drivers will not unpack or install any shipments. The destination must be accessible and paved for a freight truck to deliver, otherwise it is the responsibility of the receiver to provide necessary transportation from the delivery truck or freight terminal to the final destination. Delivery must be during normal working hours Monday - Friday.
- **Transit Times** All transit times are estimates. All transit times are in business days only. Shipments need to be received within 3-5 business days to avoid storage fees. The carrier will reach out to schedule a delivery appointment, at which time a signature is required. Missed appointments will incur redelivery fees estimated at \$100 per appointment. All fees will need to be paid before delivery.
- **Damage on arrival** It is absolutely paramount that the POD, Proof of Delivery, is signed indicating Damage. If the POD is NOT SIGNED INDICATING DAMAGE, then unfortunately there is nothing that can be done, even if damage is found later on. Please take a moment to unpack and check all items, all doors, and all drawers for damage.
- **Damage Claims** It is our goal that you receive your shipment in new working condition. We also take the extra measure to book each shipment with adequate liability coverage. Please know that each piece is thoroughly inspected and documented before it leaves our warehouse so that we can ship with confidence. Should you need to process a Freight Damage Claim, we will provide all pictures and or videos of the shipment in new working condition prior to leaving the warehouse. Please understand that claims may take up to 90-120 to process, and the carrier is given 60 days to respond to a claim. In order to process a claim we will need the following
  - Signed POD indicating damage
  - Before and after pictures proving freight damage
  - Sales ticketsDepending on the carrier resolution, we will take the appropriate steps to resolve any issues.
- **Returns** At Rustic Furniture Depot, we strive to ensure that our customers are satisfied with their purchase. We recognize that due to the volume of sales and large production quantities, items noted on your receipt may have imperfections, flaws, and finish variations. Please be aware that some variation is expected due to our products being natural wood, and hand stained or finished product. These imperfections, variations, flaws, and natural wood expansion and shrinkage do not constitute the need for a return or exchange. If, within 48hrs of delivery, you find that you are not satisfied, you may return your purchase in new, unused, condition in original packing. Please note a 20% cancellation/restock fee will be applied. All included shipping charges are one way and do not include return shipping.
- **Warranty** Most of our products come with a 1 year manufacture warranty. It is up to the manufacturers discretion on how to resolve any issues which may include, but not limited to: repairing items, replacing items, partially refunding dollar amounts on items. Any shipping costs are not covered by manufacturer warranty.

I have read, understand, and will comply with The Rustic Furniture Depot Shipping Policy.

Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_