



CHADSWORTH COLUMNS

1-800-COLUMNS

SHUTTERS – CANCELLATIONS & RETURNS

Because our Shutters are made to order, we do not accept cancellations or returns after the order is placed.

Receiving Schedules

Most often common carrier rules and regulations require that orders be delivered during “Normal Business Hours.” This generally means between 8:00AM to 5:00PM, but could vary depending in the community or the freight company. If the delivery is arbitrarily refused during these normal working hours, an additional charge may be inflicted by the carrier.

Acceptance & Receipt of Goods

Many of our orders ship UPS or FedEx, but when the order is large, or contains a large item, then it must ship via Common Carrier. When shipping on a carrier truck, please follow the guidelines below.

While driver is present:

1. Check the driver’s delivery receipt and/or Bill of Lading (BOL)
 - a. Is the shipment/order yours?
 - b. Is all the necessary information or documentation present? (i.e. PO numbers, job name specified, deliver terms, number of items, etc.)

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