



# CHADSWORTH COLUMNS



## WOOD MOLDINGS – WARRANTY

### *NO WARRANTY DISCLAIMER*

Chadsworth's 1.800.COLUMNS® DOES NOT WARRANT the wood moldings, as they are considered to be a "Made to Order" item – therefore signifying a custom product. This no warranty clause set forth by Chadsworth's 1.800.COLUMNS® constitutes a mutual agreement between Seller & Consumer, of the underlying product consequences of mishandling, time discoloration, incorrect installation, and the like. Chadsworth's 1.800.COLUMNS® remains interminably exempt from consumer errors which may result in the unintended result of the final aforementioned product(s).

Please review the following Shipping & Delivery guidelines, below:

#### **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.)

2. Count your freight:

Inspect all packages. Make sure that every product you ordered is accounted for and present.

3. Is there any damage?

It is very important that you confirm the product is received undamaged, from shipment, and is the correct item. To do so, please examine the shipping box and all contents immediately upon receipt for any signs of damage, wrong item(s) or defective product(s). All damaged or incorrect items must be noted on the BOL in driver's presence.

4. Signing the BOL/Delivery Receipt

By signing the BOL and not noting any damaged or missing/incorrect items, the customer is agreeing that the order arrived in perfect condition and was fulfilled correctly. In the event of concealed damage, the customer is responsible.

## **Freight Claims & Damaged Shipping**

If shipping damages occur, we will initiate freight damage claims on your behalf if you have followed the following guidelines:

- Inspect your shipment within 7 days of receipt for damage or shortage and contact us within this timeframe relative to the damage/shortage
- If at time of the delivery, the pack/container appears damaged, please note "Possible Concealed Damage" on the bill of lading before signing.
- Retain all packing and damaged material until inspection is concluded by the carrier.