

Freight Delivery Agreement

Please read carefully. By placing an order with Fashion Sewing Cabinets of America the customer agrees to abide by the terms of this freight delivery agreement.

1. Our sewing furniture that ships via truck line and not UPS requires someone to be at home to receive and sign for the product. Please provide as many phone numbers as possible to ensure that the shipping company can contact you to set up a delivery time and date. Delivery windows are generally 4-6 hours, so make sure that you give yourself plenty of time to allow for that.
2. The delivery service may include lift gate and pallet jack service. The service will roll the pallet of furniture up to your garage or porch as long as it is a hard surface from the road to the house that can be navigated by pallet jack. They may take the furniture inside the home as long as there are **NO** steps and the pallet and jack can fit through it. This ends the driver's responsibility. *The driver is not obligated to remove the cabinets from the boxes or set them up. Anything beyond first door/first floor is considered a "White Glove Service" (i.e. taking it up stairs, setting the cabinet up for you, etc.) by the freight company, is the responsibility of the customer and must be requested and paid for with the order before it ships.*
Please note: White glove service is extremely expensive. It may be in the customer's best interest to have more than one person at home to help with unloading and setting up if such assistance is needed. Also, drivers typically **DO NOT** carry cutters with them to release the metal shipping bands we use to secure items to the pallet.
3. When you sign the delivery receipt from the freight company, it is a legal and binding contract that states that you received the product in acceptable condition. **BEFORE** signing the delivery receipt, please write a note on both copies of the receipt of any damage to boxes and/or items or an activated *ShockWatch*[®] indicator. It is your right to inspect your product. **DO NOT SIGN** anything or let the driver leave until you have had a chance to inspect your shipment thoroughly. If you have problems with the delivery or the cabinet please call your dealer or Fashion Sewing Cabinets of America within 24 hours to report a problem.
4. *Save your box and all packaging materials until you are satisfied that your cabinet and all accessories are in satisfactory condition.* The shipper will determine whether you can dispose of the damaged unit, or whether it will be picked up to be shipped back. If picked up, it will need to go back into its original packaging.
5. If we need to ship replacements for damaged goods, we will ship them out as soon as possible. We cannot overnight or expedite your replacement shipment. Replacement of accepted damaged products will only occur once we have received notice of needing a replacement, and pictures of the damage. Replacement decisions must be approved by the management at Fashion Sewing Cabinets of America. If the freight claim is denied and customer did not inspect the cabinet and has signed for it in good condition, the damaged product is the customer's responsibility.
6. If you do not understand this delivery agreement call us **BEFORE** signing for a shipment.

Problems can always be solved more smoothly if the proper channels are followed. In order to ensure your satisfaction with your purchase, we need your cooperation with these guidelines.

Fashion Sewing Cabinets of America
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Any questions please call Toll free: (800) 658-8795
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Fax: 801-756-5758