



Freight Shipping

Thank you for your order.

Good News! Your order is shipping and we wanted to discuss with you how to correctly accept your delivery.

1. Delivery:

Badeloft USA uses a 3rd party, LTL freight carrier to offer commercial and residential delivery of fully crated/palletted bathtubs and larger sinks. If shipping to a residential address, it is a curbside/driveway delivery, meaning the driver is only responsible for moving the pallet off the truck to street/driveway level.

From that point, it is the customer's responsibility making arrangements to have item(s) brought into your home, garage, etc. Normally, what our clients do (in regards to bathtubs) is once they know the day that it will be delivered, they organize with their contractor to make sure to have 3-4 strong people there to bring the bathtub in to where it needs to go. The driver is not supposed to bring your freight in to the garage or house, however, if you have a normal driveway (not long or steep), sometimes if you ask the driver, he will use his pallet jacket bring the crated bathtub to your garage.

Another option is to buy two, four-wheeled, flat carts - they are super cheap and then you can return them if need be. The driver can use his pallet jack to lift the crated tub on to the two carts then the bathtub crate becomes mobile.

Before bringing it in to the house, please completely de-crate the tub (this is because the tub is held down inside the crate with industrial strength straps and if you turn the crate on end or side while the tub is still strapped inside, the straps can possibly damage the tub rim). Then fully wrap the tub itself in a big packing quilt or blanketed then duct tape the heck out of it. This will protect your tub and your walls while the tub is maneuvered through the house. Please also note, there is an empty cavity underneath the tub so the bottom rim of the tub is a good place to grip, hold, carry as well.

2. Lift-gate Service Included in Shipping Charge

The 3rd party carrier will use their lift-gate to bring your crated tub from truck to street level/curbside.

3. Delivery Scheduled

For LTL freight deliveries, once the carrier gets to your area, they will call you to schedule a day for them to deliver. Delivery is available during normal business hours (Monday-Friday). Extraordinary delivery requirements may create additional

delivery charges.

4. Product Inspection Before You Sign

The truck driver should allow you to inspect your product and count all of the boxes. It is extremely **rare** that damage occurs during transit, but, unfortunately, there is not carrier that is 110% perfect all of the time so we always like our customers to be fully prepared for the delivery. Once you sign, the liability is transferred to the client. Please do not carelessly sign the delivery receipt. Once off the truck, please complete the below guidelines to thoroughly inspect your delivery:

- COUNT YOUR ITEMS: Using your packing slip (or original invoice), count the crates and boxes to ensure the total number of pieces on the pallet(s) match the number on the packing slip. If there are supposed to be any sinks, faucets, etc. strapped to the top of the tub crate, please make sure the items are there. In the rare case of a missing item, you may still take delivery of the shipment, but, missing boxes must be noted on the Bill of Lading (BOL). Then, call and notify us immediately about the missing product.

- ITEM INSPECTION: It's **your** absolute responsibility to inspect the packaging of each crate(s), box(es), etc. before signing. If packaging appears to be damaged in any way (dents, punctures, tears, etc.), note damage on the Bill of Lading (BOL), take photos of the damage and open the crate or box to take a closer look before signing. If product itself is damaged in any way, please note damage on the Bill of Lading (BOL), take photos of the damage and call us right away.

1. PROTOCOL: Walk around the crate/boxes and take a minute to inspect them. Usually if there isn't any visible damage to the outside packaging, the product itself is usually okay but still worth opening to take a closer look.
 - a. Check to hear for sounds of broken pieces inside.
 - b. Take care to notice if the crate looks like someone has tried to repair it.
 - c. Take care to notice if there are any forklift puncture holes anywhere on the crate especially around the lower portion of it.
 - d. Cut straps and lift top crate up and off and pull drawstring sack from tub to make sure there isn't any forklift damage or any other kind of damage to the tub itself.
 - e. Make sure boxes do not appear punctured, pierced, dented, crushed or opened.

- IF THERE'S DAMAGE: Please take clear photos and call us right away.

- IF THERE IS NO DAMAGE: Please sign for freight and trucker will leave. All of our products are inspected before they leave our warehouse, but, even if there is no damage to the outside of the crate or box, it is always wise to carefully open it and save the crate or box in the event that there is damage to the unit inside. If concealed damage *is* found to the unit that you feel will affect the way the unit will operate, please take photos of the packaging and product and call us within 48 hours.

- SHIPMENT REFUSAL: If there is major product damage upon initial inspection and for some reason you cannot get us on the phone, please refuse the delivery.

The drivers may seem to be in a hurry, but it is still your responsibility to thoroughly follow the above guidelines.

Again, failure to note damage on the delivery receipt will bar the customer from recovery for undiscovered/concealed damage, after the fact.

If there is any doubt at all, feel free to select or write "Possible concealed damage pending inspection" on the deliver receipt so that you are covered in the acceptance of the delivery.

If something is missing or damaged, please show to driver and note it on the BOL. Ask the driver to sign and the call us at 877-892-3445 x700 before he leaves so that we can take care of the issue.

5. Please Note – Possible Extra Fees

Please note: We have contracted your shipping with a 3rd party carrier and paid for it. If you make other requests such as inside delivery, change the address at the last minute, ask them to deliver on another day after you already scheduled your appointment - you will be subject to additional shipping fees.

6. Restrictions/Obstructions at Your Place of Delivery

Spatial restrictions and obstructions such as small dirt/gravel road(s), low draping trees, etc. Basically any insufficient room for driver to make delivery, client is responsible for alerting us once the order is placed. Client can also alert driver when they call to schedule delivery if client location isn't accessible by tractor-trailers so appropriate modifications (delivery or pick up location, type of truck required, etc.) can be made in advance. If we find out after product has been shipping that driver cannot deliver product to your address (extra fees may apply) we'll notify you and

1. Have the tub held at the nearest terminal for three business days
2. Try to arrange delivery to a different location (extra fees may apply). If product stays undelivered, the tub will come back to us and we will be forced to charge you for the actual storage and any additional shipping charges.