

BASIC POLICY AND PROVISIONS

Playset's are shipped via Curbside Shipping. Delivery will be done by a tractor/trailer (a big truck). The driver is only responsible for delivering (driving) the order to your curb. A delivery appointment is scheduled by the freight company via the phone number (s) you provide in your order. No delivery will be made unless an appointment is set. The delivery person requires your assistance in unloading the order. Any additional services, such as two-man delivery or inside delivery are not included in the price of the freighted item. The cost of these additional services varies from city to city. They usually cost between \$50.00 and \$150.00 extra. You may purchase the additional services directly from the freight carrier when delivery is scheduled. It is a good idea when you make your appointment, to have the freight company call you 30 to 45 minutes before delivery so as to avoid having to wait for the driver to show up.

RECEIPT OF SHIPMENT/CUSTOMER RESPONSIBILITY

Before signing for you order, check to see that you are receiving the same number of cartons, bundles, and loose pieces etc., indicated on your receipt.

Note any shortages or visible damage on your receipt and have the driver note these also.

Damage which is found after you unpack the shipment (concealed damage) must be reported to Customer Service immediately. Please closely inspect your shipment! Most freight companies allow 10 days from receipt to report concealed damage.

NOTE: If you discover damage of any kind, DO NOT DESTROY ANY ORIGINAL SHIPPING CARTONS.

LOSS OR DAMAGE IN SHIPMENT

Customer signing bill of lading at time of delivery is our receipt from the carrier. We therefore, are released of all responsibility for loss or damage in transit. Merchandise, as received by you, should be carefully checked against the freight bill to be sure delivery of all items has been made.

Count the shipment and inspect for damage. If shipment is not delivered to you in good order and in accordance with the quantity shown on the Freight Bill of Lading, please note the shortage or damage on the Freight Bill before you sign for the shipment. Please contact your sales representative to advise the company of the shortage or damage.

As soon as possible after delivery, open all cartons and inspect for concealed damage. If you do have shortages or damage in cartons, please contact your representative's office immediately so replacements can be made.

Do not throw away your copy of the Freight Bill. Any damaged or missing pieces not signed for as such on the Freight Bill of Lading will be replaced at the replacement cost, and freight charges will be charged to deliver the merchandise to your site.

Please note that the driver is obligated to bring your merchandise to the end of the trailer. It may then be advisable to have someone on hand to assist in unloading the merchandise as these systems come on 8' to 12' long pallets and weigh a minimum of 500 pounds.