

## **RIVANNA FURNITURE SHIPPING INFORMATION PLEASE READ CAREFULLY**

**Thank you for placing your order with us!** We work hard to make sure that you get quality, damage free furniture. 99% of deliveries are problem free but in the case of shipping damage or shortage it is very important that you follow the correct procedure when accepting your shipment so that we can resolve any issues that arise.

**PLEASE DO NOT REFUSE THE DELIVERY FOR DAMAGE TO THE SEAT, OR MINOR DAMAGE TO THE FINISH. IF THE FURNITURE HAS BROKEN POSTS, LEGS OR ARMS, PLEASE REFUSE THE SHIPMENT AND WRITE A PRECISE DESCRIPTION OF THE DAMAGE ON THE DELIVERY TICKET. GET YOUR CELL PHONE OR CAMERA READY AND READ BELOW.**

### **FREIGHT DELIVERIES ARE TO THE CURBSIDE OR DOOR**

Please note that standard included shipping includes residential delivery to the curbside or door only. If you ask the driver to bring the carton inside, or unpack it for you, you may incur additional charges from the delivery company and these additional charges will be charged to you by the delivery company.

### **SHIPPING NOTIFICATION**

You will receive a tracking number via e-mail from UPS when your order has shipped. Rockers and chairs are shipped via UPS Freight. Small tables, baby rockers, or stools are usually shipped UPS Ground. Both types of tracking numbers can be tracked at <http://www.ups.com>.

### **ACCEPTING DELIVERY**

Someone must be available to inspect the cartons and sign for the delivery. If you instruct UPS Freight to deliver without a signature the responsibility becomes yours if the shipment is damaged or goes missing. Some smaller UPS Ground items may be delivered without a signature.

### **REFUSING A SHIPMENT**

You can cancel or change your order at any time up until the items are shipped. After your order leaves our warehouse if you cancel or refuse delivery of the shipment you will be responsible for the freight charges to your shipping address as well as the freight charges to return the items to our warehouse. We will refund your money once we receive the items back in our warehouse in salable condition, less all shipping charges. Custom finish orders cannot be returned or refunded.

### **MISSING ITEMS**

If you feel part of your shipment is missing, count the pieces and check the number against what is indicated on your delivery receipt. Then write a precise description of the shortage on both your copy and UPS Freight's copy. **Rockers and chairs are normally packed two per carton** so look in the carton before assuming that part of your order is missing. If you are missing parts such as nails or rocker runners (runners are normally packed within the shrink wrap holding the two rockers together) please call us immediately and we'll send them right out!

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**INSPECTIONS**

**PLEASE DO NOT REFUSE THE DELIVERY FOR DAMAGE TO THE SEAT, OR MINOR DAMAGE TO THE FINISH. IF THE FURNITURE HAS BROKEN POSTS, LEGS OR ARMS, PLEASE REFUSE THE SHIPMENT AND WRITE A PRECISE DESCRIPTION OF THE DAMAGE ON THE DELIVERY TICKET.**

CAREFULLY INSPECT YOUR CARTON(S) FOR DAMAGE BEFORE SIGNING FOR YOUR DELIVERY. IF A CARTON APPEARS DAMAGED OPEN IT IN THE PRESENCE OF THE DELIVERY DRIVER AND ASK THE DRIVER TO INSPECT THE CONTENTS WITH YOU. IF THE FURNITURE INSIDE IS DAMAGED WRITE A PRECISE DESCRIPTION OF THE DAMAGE ON BOTH YOUR COPY AND UPS FREIGHT'S COPY OF THE DELIVERY RECEIPT.

If you have noted damage to the box in writing on the shipping receipt, inspected the contents and found that the furniture inside is also damaged, a picture of the box and the damaged piece(s) is essential in filing a claim. You can e-mail your images to us at [info@carolinaporchrockers.com](mailto:info@carolinaporchrockers.com) if you have digital images, or mail your photos to us once you have notified us by phone or e-mail that you will be mailing them. You must notify us of the damage within 3 days of receiving your order.

If the damage is to the rocker runners, seat, table top or table legs, we may be able to send you replacement runners, seat, table top, or table legs. If you have any questions about your shipment, please call us at 1-877-886-0992.

Even if the box appears in perfect condition please inspect your furniture immediately. Do not throw away the box or any packing materials until you have inspected your order and are satisfied that it is undamaged. If you find concealed damage to your order once you open the box we require a picture of the damage in order to have the damaged item replaced or repaired at our discretion.

**RETURNS**

If you are not satisfied with your purchase, we will refund your money less any shipping charge we paid on your behalf as long as you return the item in the original, reusable packaging, and in original, new condition, within 7 days of receiving your order. You must contact us by phone or e-mail for a **Return Authorization Number**. A return shipping label and a bill of lading will be e-mailed to you. We will request a UPS pick-up appointment for you on a date you specify. The pick-up will be on a regular business day sometime between 9am and 5pm. We do not guarantee any pick-up appointments because we have no control over UPS but we will work with you. Shipping charges will be deducted from your refund. Once your return is received and the condition of the returned item is inspected and verified we will refund your purchase price to the credit card that was used at the time of purchase, less any outbound or return shipping charges. No returns will be accepted without a **Return Authorization Number**. Special order or custom orders cannot be returned or refunded.