

Please read the following about truck freight delivery.

SHIPPING—FTL (FULL TRUCKLOAD)

With full truckload (FTL) shipping, the entire trailer load is delivered to a single customer. The freight is never handled en route. In most cases, the driver proceeds directly to the customer.

After the furniture is loaded and the trailer doors are closed, Soft Touch Furniture affixes a unique numbered trailer seal onto the trailer's back door latch. The number is recorded onto the bill of lading (BOL). This is used for security purposes and assures that the load has not been tampered with.

The customer is responsible for verifying that the seal is intact and ensuring that the seal number matches the seal number recorded on the BOL.

If a seal is broken, missing, or does not match the seal number on the BOL, before unloading, contact Soft Touch Furniture at 1-877-747-7638.

FTL freight carriers are not owned or managed by Soft Touch Furniture.

In most cases, your product will be delivered on a tractor trailer rig that uses a 53-foot enclosed trailer. This is a *very long* rig.

Sometimes the term "curbside delivery" is used in place of "tailgate"; they are both the same delivery service, and neither curbside nor tailgate delivery includes a liftgate, help getting items off the truck, or any inside placement.

Soft Touch Furniture **does not** guarantee delivery time or dates. We can give you an accurate *estimate* as to when the truck should arrive, but we cannot guarantee certain delivery on that date. Flat tires, roadside breakdowns, and many other delays may keep the truck from arriving at the appointed time.

- Unless otherwise requested, your shipping quote is for tailgate delivery only.
- The customer is responsible for having adequate staffing or other helpers at time of delivery to unload the truck and move your furniture inside. The driver is not responsible for helping. **Any damage that occurs during the offloading is your responsibility, so be prepared and be careful.**
- Be prepared to offload the furniture in a timely manner. There is a two-hour allotment. If additional time is needed, you will be charged by the driver and payment must be made at that time.
- Do not ever refuse a shipment without approval from Soft Touch Furniture.
- Upon receipt, any damage or issues should be noted and photos taken. Contact Soft Touch Furniture at 1-877-747-7638. Soft Touch Furniture assumes responsibility for filing claims and following up. Any claim for damage must be made within 10 days of the product's delivery. Failure to report damage within 10 days nullifies the program, and no claim may be made. This is a shipping industry requirement, not Soft Touch Furniture's.

Please keep in mind that this order is large and heavy and that you will need a group of people to help unload it.

We highly recommend that you have adequate staffing or helpers available on the day of delivery to unload all the furniture off the truck and to move your merchandise inside.

It is your responsibility to unload the truck. The driver is not required to assist you. Any damage that occurs during the offloading is your responsibility, so be prepared and be careful.

Most of our products ship unassembled, shrink-wrapped, boxed, or otherwise packaged, and you will appreciate having a full team ready to help you unwrap, assemble, and install in your location.