

Please read the following about truck freight delivery.

SHIPPING—LTL (LESS THAN TRUCKLOAD)

Less than truckload (LTL) shipping allows multiple shippers to share space on the same truck.

LTL common freight carrier lines are not owned or managed by Soft Touch Furniture.

Soft Touch Furniture cannot guarantee the type of truck that will be used for delivery. You should assume that 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.

- Unless otherwise requested, your shipping quote is for tailgate delivery only.
- All LTL freight deliveries are tailgate and to the back of the truck only. Tailgate delivery means that the driver will bring your shipment to the back of the truck. The driver is not responsible for helping.
- Upon request, we will provide tracking information and a phone number to the shipping terminal for you to contact on the estimated date of delivery.
- 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. If you are unable to unload your furniture in a timely manner, the driver may be forced to leave and continue his route. If this happens, there will be redelivery charges assessed before another delivery at a later time can be arranged.
- Do not ever refuse a shipment without approval from Soft Touch Furniture.

Once the LTL freight carrier takes possession of your products from our warehouse, signing and acknowledging the products are in good order, we are no longer responsible for the condition of the products at time of delivery. LTL freight carrier deliveries require a signature.

It is the *customer's responsibility* to inspect the shipment prior to acceptance and note any freight damage and/or missing items on the Bill of Lading before the driver leaves. Please do a skid and piece count and compare it to your tracking information and packing list (taped to one of your boxes or pallets) to ensure that you received your full shipment before the driver leaves.

Items to note on the Bill of Lading include:

- Forklift punctures
- Broken shrink wrap
- Broken banding

- Torn or crumpled containers
- Holes in boxes
- Obviously scratched or dented products
- Missing items

We ask our customers to accept all shipments regardless of the damage but to note and sign on the Bill of Lading the visible freight damage and/or missing items. By signing the delivery receipt (Bill of Lading), the customer is confirming the delivery and that all of the product(s) arrived in good shape unless otherwise noted. Claims for missing or damaged items will not be accepted by the freight carrier if not specified on the Bill of Lading. You must make a note and sign the Bill of Lading *before* the driver leaves. For example, if a product is damaged, clearly write “PRODUCT DAMAGED” on the Bill of Lading. If you do not have time to inspect the order at time of delivery, please note the following on the Bill of Lading: “Boxes are subject to inspection at time of delivery. Customer will notify carrier of pending damage within 24 hours.” This gives you the time to look over your product(s) yet allows the carrier to know that possible damage may have occurred before you took possession of it. If the customer signs the Bill of Lading without recording or otherwise noting that there are possible damaged or missing items, there is no recourse. Please keep all shipping materials and original product packaging until the inspection is completed. We also recommend taking photos of any product(s) that may have been damaged in delivery.

Soft Touch Furniture is not liable for any damage noted on the Bill of Lading. If there is shipping damage, the *customer* must file a damage claim immediately with the shipment carrier. Under no circumstance will freight companies review freight claims after 10 days of delivery. You *must* keep packaging materials and damaged items to be used in the claims process with the shipping company. If you determined that the product is damaged after you have unpacked it and the delivery company has left, you must report any damage within 72 hours of receipt.

Please *do not refuse your shipment* under any circumstances. If you refuse the shipment without our knowledge, you will be re-charged the delivery fee back to you or the warehouse.

The driver cannot authorize any additional charges such as inside delivery or liftgate. If additional services are required at the time of delivery, it will delay your shipment. The driver cannot change delivery instructions without calling his company. The additional charges cannot be done at the time of delivery.

Please keep in mind that most of our orders are large and heavy and that you will need a couple 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.