

RIVANNA FURNITURE SHIPPING & DELIVERY INFORMATION – PLEASE READ CAREFULLY

Thank you for placing your order with us! We work hard to make sure that you get quality, undamaged 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 may arise.



**PLEASE DO NOT REFUSE THE SHIPMENT EVEN IF IT IS DAMAGED!
GET YOUR CAMERA OR CELL PHONE READY AND READ BELOW.**

SHIPPING NOTIFICATION

You will receive a tracking number via e-mail when your order has shipped. Rockers are most often shipped via UPS Freight because they ship fully assembled in large cartons. Footstools, cushions, and replacement parts are usually shipped USPS or UPS Ground. Tracking numbers can be tracked at <http://www.ups.com>, <http://www.usps.com>, or the alternate carrier's website if we use a different carrier.

FREIGHT DELIVERIES ARE TO THE CURBSIDE OR DOOR

Please note that standard included shipping includes residential or commercial delivery to the curbside, nearest outside door, or closest access point reachable via freight truck which are tractor trailer sized trucks. If your location is not accessible by large truck, please let us know *before* we ship your furniture. If that is the case you may need to meet the driver at the end of your road, in a nearby parking lot, or pick it up from the freight terminal. Other delivery options such as smaller delivery vehicles or placing the furniture in your desired room may be available for additional cost. Please contact us for a quote.

If you ask the freight driver to bring the carton(s) inside, or unpack them for you, you may incur additional charges from the delivery company and they may bill you for these charges. If there is any question, ask the driver first.

ACCEPTING DELIVERY

Freight companies have been instructed to call for a delivery appointment if your order is being shipped to a residential address or limited access commercial address because someone must be available to inspect the carton and the contents, and sign for the delivery. If you instruct the freight company to deliver without a signature the responsibility becomes yours if the shipment is damaged or goes missing. We will not be able to assist you with any claims for missing or damaged items if the proof of delivery ticket indicates that the cartons were left without a signature. Please ask us to send you a Waiver of Responsibility Form if you will be asking for your shipment to be delivered without a signature. Smaller items that ship UPS Ground or USPS can be left 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 saleable condition, less all shipping charges.

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 delivery driver's copy.

PLEASE DO NOT REFUSE THE SHIPMENT EVEN IF IT IS DAMAGED!

Have your pocket knife handy to open your cartons, and have your cell phone or camera ready to take pictures.

A picture is worth a thousand words!

CAREFULLY INSPECT YOUR CARTON(S) **AND** THE CONTENTS FOR DAMAGE BEFORE SIGNING FOR YOUR DELIVERY. EVEN IF THE CARTON(S) APPEAR TO BE IN PERFECT CONDITION WE **HIGHLY** RECOMMEND THAT YOU OPEN IT IN THE PRESENCE OF THE DELIVERY DRIVER AND ASK THE DRIVER WAIT WHILE YOU INSPECT THE CONTENTS. **UPS FREIGHT AND OTHER FREIGHT CARRIER'S WILL DENY ALL CLAIMS IF NO DAMAGE IS NOTED ON THE DELIVERY RECEIPT.**

IF YOU DISCOVER DAMAGE TO YOUR FURNITURE, WRITE A PRECISE DESCRIPTION OF THE DAMAGE ON BOTH YOUR COPY AND THE FREIGHT DRIVER'S COPY OF THE DELIVERY RECEIPT.

EVEN IF YOUR SHIPMENT IS DAMAGED DO NOT REFUSE IT BECAUSE WE WILL BE CHARGED FOR RETURN SHIPPING FOR A DAMAGED ITEM THAT MAY OR MAY NOT BE REPAIRABLE. SEE BELOW:

SPECIAL NOTICE FROM UPS FREIGHT: The consignee is not justified in refusing a damaged shipment unless the damage has made the goods worthless. In cases of partial damage or loss, the consignee should accept the entire shipment and determine whether it can be repaired or retained with an allowance.

Again, even if the box appears in perfect condition please inspect your furniture in front of the delivery driver. Do not let them hurry you along until you are satisfied that your valuable furniture has arrived undamaged! Do not throw away the box or any packing materials until you are satisfied that your shipment is undamaged.

We require a picture of the damage in order to have the damaged item replaced or repaired at our discretion. If your furniture is damaged, a picture of the box and the damaged piece(s) is essential in filing a claim. You can -mail your digital images to us at customerservice@rivannafurniture.com 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 or seat, we may be able to send you replacement runners or seat. Damage to other parts of the furniture may have to be repaired by a furniture repair specialist in your area, or the damaged item may have to be replaced. If you have any questions about your shipment please call us at 1-877-886-0992.

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 15 days of receiving your order. You must contact us by phone or e-mail for a Return Authorization Number and return shipping address. Return shipping charges are your responsibility and you may wish to insure your return against damage. Special order or custom orders cannot be returned or refunded. 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.

Call us toll-free with any questions about your order at 1-877-886-0992. Phone lines are open Tuesday through Saturday from 10:00 to 6:00 EST.