

**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 FOR DAMAGE TO THE SEAT, RUNNERS, OR MINOR DAMAGE TO THE FINISH. IF THE ROCKER HAS BROKEN POSTS, LEGS, OR ARMS, PLEASE REFUSE THE SHIPMENT AND WRITE A PRECISE DESCRIPTION OF THE DAMAGE ON THE DELIVERY TICKET. 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

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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.

INSPECTION

PLEASE DO NOT REFUSE THE SHIPMENT FOR DAMAGE TO THE SEAT, RUNNERS, OR MINOR DAMAGE TO THE FINISH. HOWEVER, IF THE ROCKER 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@kennedyrockers.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.

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.

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 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 877-886-0992. Phone lines are open Tuesday through Saturday from 10:00 to 6:00 EST.