

## **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 FURNITURE HAS BROKEN LEGS, POSTS, OR ARMS PLEASE REFUSE AFTER NOTING THE PRECISE DAMAGE ON THE DRIVER'S DELIVERY TICKET.**

#### **SHIPPING NOTIFICATION**

You will receive a tracking number via e-mail from UPS or other carrier when your order has shipped. Rockers and chairs are most often shipped via UPS Freight. Small tables, child's rockers, footstools, swings, and RTA (ready to assemble) products are usually shipped UPS Ground. Both types of tracking numbers can be tracked at <http://www.ups.com>, or the alternate carrier's website if we ship with another carrier.

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

Please note that standard included shipping includes residential or commercial 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 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

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copy. Most rockers (except the Dixie 5 Farm Road rockers) and chairs are normally packed two per carton so look in the carton before assuming that part of your order is missing.

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**WHETHER OR NOT YOU SEE VISIBLE CARTON DAMAGE:** 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.

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.

If you have inspected the contents and noted damage on the shipping receipt, 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@rockerwarehouse.com](mailto:info@rockerwarehouse.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.

**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.

If you have any questions about your shipment, please call us at 1-877-886-0992.