

SUN DELIVERY, INC.

CLAIMS POLICY

It is the customer's responsibility to inspect the furniture for damage and defects at the time of delivery and we ask the customer to do so carefully. This is very important. Once the delivery is made, the customer will be asked to sign the freight bill indicating all the merchandise was received and in proper order except as otherwise noted on the freight bill. **It is most important to note all defects and damage on the freight bill.** Once the driver leaves, no further damage may be noted and included in any claims.

If there are damages or defects to the merchandise, our driver will contact the customer service representative who will speak directly to the customer and will advise the customer based on their particular situation.

In the case of damage, the damaged item normally must be returned for inspection/restoration. Please do not refuse undamaged items as the additional transportation increases the risk of damage and there may be storage and redelivery charges associated with these items. When the furniture is returned for inspection/restoration, it is automatically placed in priority status so that it may be returned to the customer as quickly as possible at no additional cost.

Once back, factory certified craftsmen will examine the damaged item and determine the best course of action to resolve the issue. Many times, the furniture can be restored by ordering new parts or refurbishing the item. Other time, the damage may be to such extent that the piece will have to be replaced. This determination is made based purely on the judgment of the craftsmen and/or the factory representative. In either case, the customer will always receive furniture that meets or exceeds factory specifications.

Noting damage on the freight bill does not constitute a loss or damage claim. Each claim must be filed in writing (or email) including a Standard Form for Presentation of Loss or Damage Claim and a copy of the freight bill, and supporting proof of loss documentation including photographs, estimates, invoices, etc. Once a claim is received, it will be acknowledged in writing or by e-mail and assigned to a customer service representative who will work with the customer to reach a satisfactory resolution. Sun Delivery Inc. cannot accept liability for damages or defects which are factory related but will assist each customer in seeking satisfactory resolution.

Sun Delivery Inc. is not responsible for factory defects, but will work with the store/factory to restore the merchandise to meet or exceed factory standards.

Definitions of term:

- 1) Damage: damage is considered transit or concealed
- 2) Defects: defects are anything to do with the merchandise other than damage. This would in finishes, missing hardware, seasonal splits or sub-standard quality.