

Larsen Innovations LLC

SHIPPING / DAMAGE / RETURNS / CANCELLATION POLICY:

Shipping:

Please verify descriptions, styles, finishes, quantities, sizes and height before placing your order. Customers wishing to cancel an order need to do so within 24 hours to avoid cancellation charges. Customer is responsible for verifying final quantities. Unless specifically arranged, all motor freight line deliveries of material are to commercial sites only. Commercial sites are open from 8-5, M-F, unless noted and do not receive a phone call prior to delivery. If a phone call is required there is a \$25.00 fee. Commercial customers are responsible for making arrangements for delivery if their facility is not open during standard business hours. If a commercial site isn't an option, you can elect to have the material picked up at the freight line's local terminal, or arrange for residential delivery directly with the freight line. On some products shipped via motor freight you may have the option of paying for residential delivery at the time of order.

It is the freight line's policy that you must have an adult (over 18) there to offload the truck and sign for the delivery. The truck driver is responsible for pulling the pallet to the end of the truck. It is then your responsibility to unload it and you assume full liability for damage to material while unloading - even if driver assists. Any special arrangements made with the delivery company such as lift gate, re-delivery, overtime, etc. will carry extra charges and it is your responsibility to settle those fees with them. If Larsen Innovations LLC is back billed for any additional fees, you will be billed for these charges. In compliance with DOT guidelines, shipper only guarantees product to be free from damage when the truck drives onto the customer's property. **PLEASE BE SURE TO INSPECT ALL PACKAGES AND MARK ANY DAMAGES OR SHORTAGES ON THE SHIPPING DOCUMENTS BEFORE YOU SIGN.**

Damages:

Unfortunately due to reasons beyond our control, damage to material could occur during shipment. We will be happy to replace any damaged or incorrect material as quickly and efficiently as possible. It is the customer's responsibility to **INSPECT ALL PACKAGES AND MARK ANY DAMAGES OR SHORTAGES ON THE SHIPPING DOCUMENTS BEFORE SIGNING.** If you are unable to inspect everything due to daylight or time constraints, EXCEPTION must be marked on the signed documents and any problems must be reported within 48 hours to Larsen Innovations and the freight company. Please take digital photos of any damages if possible, this will make freight claims faster and help us in our continued effort to improve our packaging procedures. Returned or refused deliveries incur up to a 50% re-stocking fees plus applicable cancellation fees, in-bound freight charges, and shipping and handling back to our warehouse or the manufacturer at higher rates. **DO NOT REFUSE DELIVERY.**

Returns:

In the event that material needs to be returned or exchanged for any other reason besides damage or incorrect shipment, the customer is responsible for all freight charges (including delivery, pickup, storage, transfer fees charged by the freight company, and the freight for any new product being shipped from Fence Center). Exchanges may be made on unused, stock items only in the original packaging, and will be charged a 15% re-stocking fee. Non-stock material may require a re-stocking fee of up to 30% (not including shipping or tax) depending on the product and manufacturer. **CUSTOM MADE ITEMS MAY NOT BE RETURNED.**

The parties agree to the exclusive jurisdiction of the federal and state courts located in Orange County, California, in any action arising out of or relating to this sale/agreement. The parties waive any other venue to which either party might be entitled by domicile or otherwise.