



STURBRIDGE

YANKEE WORKSHOP

Celebrating country home furnishings for over 65 years

FREIGHT DELIVERY AGREEMENT

ITEM : _____ ORDER : _____

The item you ordered is a freight delivery item. Freight deliveries are Monday through Friday, via a large freight truck (18-wheeler). **You MAY be called by the freight company in advance to set up a delivery appointment.** Due to the pandemic and increased shipping volume TForce Freight is attempting to get as many packages delivered each day and consequently may not reach out in advance to set up delivery.

Please confirm contact phone number: _____

You must be present for delivery. **Our freight service is called CURBSIDE**, which means it may be necessary to assist the driver in taking the item off the truck. It will be your responsibility to take the item inside your home. Please note: **Inside delivery is temporarily suspended at this time.**

If you know that large trucks cannot deliver to your address, it is possible that the freight terminal may ask you to meet their truck, or pick up at the terminal. The freight charge is not refundable in these circumstances.

Upon delivery, please inspect the outside of the package for signs of damage and open the box **IMMEDIATELY** to inspect the item. ***If you find damage, please contact us immediately. If the driver is still there, please refuse the delivery and contact us.***

If you find damage after delivery keep the box and packaging intact and contact Sturbridge immediately. **Any damage must be reported to us within 48 hours of delivery.** If the box has been discarded and the item needs to be returned you will need to find a box so that a pick up can be arranged.

Customer Service is available Monday-Friday, 8AM to 8PM and Saturday 9AM to 5PM ET. Please call 1-800-231-8060 should you encounter any of the below scenarios.

- If the freight company tells you there is money due at the time of delivery.
- To change your delivery address. If the item has shipped there is an additional charge with any change.
- To cancel your order. If the item has been shipped the freight charge is not refundable.
- Please note that upholstered items cannot be cancelled after 48 hours.
- If you have refused delivery for any reason.
- If you have found damage to the item after the driver has left.

Please sign and return this form; it serves to confirm you have read and acknowledged the freight policy. Once we have received the signed agreement your order will be forwarded to the vendor for production. A postage paid envelope has been enclosed. If you prefer, you may fax to: 207-774-7809 or, email dropshipfreight@sturbridgeyankee.com

Signature: _____

Date: _____