

STURBRIDGE YANKEE WORKSHOP

STURBRIDGE YANKEE WORKSHOP FREIGHT DELIVERY AGREEMENT

ITEM: _____ Order Number: _____

The item you ordered is a freight delivery item. Freight deliveries are Monday through Friday, via a large freight truck (18 wheeler). You will be called by the freight company in advance to set up a delivery appointment. Please confirm your contact tel. number is correct: _____.

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 may be possible for an additional charge.**

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 their terminal. We apologize but your freight charge is not refundable if this is the case.

Upon delivery please inspect the outside of the package for signs of damage. Open the box while the driver is still present to inspect the item. **If you find damage to the item please refuse delivery.** However, if you authorize the freight company to leave the item while you are not home, we cannot be responsible for any damage you find.

Keep the box and packaging intact until you have completely inspected the item. 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.

If the following issues arise, please call us at 1-800-231-8060 so that we can assist you. Customer Service is available Monday-Friday, 8 AM to 9 PM, EST and Saturday, 9 AM to 5 PM, EST. You may call for the following reasons:

- **To request inside delivery service.**
- **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 mail this form to confirm you have read our freight policy. Once we have received the signed Freight Delivery Agreement from you your order will be sent to the vendor for production. A postage paid envelope has been enclosed. If it is more convenient you may fax to: 207-774-7809 or, Email to: dropshipfreight@sturbridgeyankee.com

Signed: _____ Date: _____