

# BADGLEY MISCHKA H O M E

## SHIPPING POLICY

All customers are to inspect all items before signing for them and letting the driver go. If you see any damages on any of the items, please make sure that they are specifically noted on the bill of lading and that the driver/shipper is given a copy of this. If the damage is severe and you feel that it cannot be easily fixed, please do not accept those specific pieces.

Each customer has the option to refuse items if a particular item does not meet your expectations.

Please contact us immediately so that we can help make sure that everything is taken care of promptly as well as thoroughly. Also, please understand that since we ship everything blanket wrapped if damages are not noted at the time of delivery, we have no recourse with our carriers and unfortunately cannot honor any claims.

Thank you for your valued business – it is very much appreciated!

### **Badgley Mischka Shipping**

All items are shipped with blanket-wrap carriers via Trail Lines. The trucks do not have lift gates and unloading assistance is required. All prices are FOB PTM Images, San Luis, Arizona. Please refer to the Trail Lines' Shipping Rates for more information. Items can be shipped White Glove upon request.

- The customer is responsible for sending payment to the shipping company. Badgley Mischka Home is not responsible for any delays caused by late or non-payment.
- Normal transit time is 10 – 14 business days (depending on the receiving location) after the shipping company has received payment.
- Customers may arrange pick up from Badgley Mischka Home's distribution center in San Luis, Arizona with their own trucks or trucking company.
- Please allow 5 business days for Badgley Mischka Home to properly prepare items before pick up.
- Badgley Mischka Home orders can be consolidated if neither order meets the freight minimum. Otherwise they will ship separately.

### **Badgley Mischka Home Crating**

Orders will incur a minimum \$100 fee for crating. All orders above \$1,000 will incur a 10% crating fee and all orders above \$5,000 will incur a 5% crating fee.

### **FedEx Shipping**

Some orders may be available to ship via FedEx ground.

- Any FedEx orders submitted under \$350 will incur a \$40 service charge.
- Any FedEx order over \$350 will incur a 10% per item charge to cover packing materials, no exceptions.
- Orders must be written separately for items shipped via FedEx – please note to ship items FedEx on order.
- Combined orders of \$1,000.00 + Furniture and FedEx eligible items will ship blanket-wrapped unless otherwise noted.
- Separation of FedEx and Furniture may result in higher freight charges.