

Chairs2You Shipping & Return Policy

IMPORTANT FREIGHT SHIPPING POLICY INFORMATION

*****PLEASE READ*****

Many items are shipped FEDEX, UPS or USPS, however on larger item shipments, they are delivered by common carrier. If delivered by common carrier, your order will most likely show up on a large freight truck with curbside delivery and you will be required to unload or assist in unloading your order to prevent any damage to your merchandise. *It is your responsibility to make sure a large freight truck has access to your street address.*

Before you sign for delivery, be sure to count the number of pieces you are receiving and make sure they match the number of pieces listed on the bill of lading. We're sorry but we cannot be responsible for any missing items if not reported within 24 hours of signing for your shipment.

Visible **shipping damages** need to be reported immediately. If you see physical damage to the carton, please show it to the delivery person, and ask permission to open and inspect the package before signing for it. If you notice damage to the item inside the carton **DO NOT ACCEPT IT AND DO NOT SIGN FOR THAT ITEM!** Simply *inform the driver that you are refusing delivery of the item due to damage (on that particular item)* and contact us at once to make a report so we can have a replacement shipped to you immediately. (Only refuse the item/s that are actually damaged.)

PLEASE NOTE: *If you are suspect of the appearance of the boxes, but do not have time to inspect each of them before the driver leaves, write on the delivery receipt "Boxes are subject to inspection at time of delivery. Customer will notify carrier of pending damage within 24hrs." This gives you time to look over the product, yet it allows the carrier to know that possible damage may have occurred before you took possession of it.*

Since most freight damage claims need to be reported to the shipper within 24 hours of delivery in order to receive reimbursement from the freight company, please **contact us at 1-877-284- 9500**. U-Sav.com cannot be held

responsible for any damages reported after 24 hours. An exception to this would be if you were to discover concealed damage to your shipment. In this case simply call us at 1-877-284-9500.

On any common carrier shipments a signature will be required to establish proof of delivery. *Do Not forget, before you sign for delivery, it is your responsibility to carefully check and make sure you receive all the pieces or boxes listed on the receipt or bill of lading.* You are also responsible for listing any visible damage on the delivery receipt before signing it.

ORDER CHANGES OR CANCELLATIONS:

U-SavShops will make every effort to accommodate your requests if made in a timely matter, however, due to our commitment to process your orders quickly, there is a limited period of time in which your order can be changed or cancelled. U-SavShops is only able to accept cancellation requests via phone with an Email follow-up.

NOTE: Custom Items ordered are not returnable, since they are made to your specifications. In the event your merchandise arrives defective, it will be replaced at no charge.

We will respond back to you by the following day, once we've confirmed with the factory and verified your order is not "In Process" (has been prepared for shipping or has shipped). We will confirm all cancellations in writing to you via Email.

If we are unable to cancel your order as requested, you will receive a notification in writing explaining that your order was too late to cancel. If this should happen and you do not wish to receive your product, you may return it under our *Product Returns Policy* –see *Product Returns below*. Please review this policy before refusing the product at delivery.

Any order that is changed or cancelled while "In Process" is considered to be a non-defective return. Rejected deliveries for reasons other than visible damage are considered to be non- defective returns.

For Non-Defective Returns, Shipping charges (both to you and back to the

factory) will be deducted from your refund along with up to a 30% manufacturer-restocking fee and a 5% handling fee.

PLEASE NOTE: Personalized orders cannot be changed and will be charged. It is imperative you check your order and your order confirmation to make sure everything is correct. If there are any mistakes, please call us immediately so we can make the corrections before your order is sent to the factory. Once we have sent your order to the factory, no changes can be made.

PRODUCT RETURNS:

Non-defective return requests on non-customized items will be accepted up until 14 days after your receipt of the merchandise and they **MUST HAVE** an RA (return authorization) NUMBER. These items must be packed in the original unopened carton. Refunds on non- defective items will equal the purchase price minus the restocking fee and the shipping charges paid for delivery to you. These "real" shipping costs are deducted from refunds for non- defective returns.

To return an item please call U-SavShops toll-free at 1-877-284-9500, and request a Return Authorization (RA) number and Shipping Instructions.

DO NOT SHIP MERCHANDISE TO U-SavShops!

All authorized returns must be sent back to the Manufacturer Address provided with the RA, Freight Prepaid - Collect shipments will be refused and returned to you. (This does not apply in the event of damaged merchandise.)

When returning merchandise, be sure to use a shipping service that provides a tracking number, and sufficient insurance to cover the package in case it is lost. We cannot be responsible for lost return shipments.

For Returns, all items must be returned in "like new" condition including, original packaging

and packaging materials, all cartons, documentation, warranty materials and registration cards. Do not deface or write on the items exterior package. The returned items must be returned freight prepaid, fully insured and properly packed. Any damage or loss that occurs in transit is your and your freight company's responsibility.

Your RA number must be highly visible on the outside label of your return package. Merchandise will be inspected by the manufacturer upon receipt and credit will be issued for merchandise that can be resold as new. Refunds will not be made on merchandise that is fully or partially assembled.

Unauthorized returns without an RA will be returned to you freight collect.

Authorized returns will be credited at full cost less manufacturer minimum-restocking fee in addition to the original Shipping costs and a 5% handling fee. _____