

Shipping and Receiving

Receiving Shipment

The utmost care is taken at our factory to protect the integrity of our shipping crates and the fireplace or range hood components within. In the event that the shipping container is damaged in transit, you should be prepared to capture photo documentation of the damaged container **prior to signing for receipt of the shipment**. On the driver's delivery receipt, please document shipping damages such as forklift cuts and gouges as well as signs of the crate being dropped or mishandled. **The driver should initial all notations.**

Uncrating Product

Within twenty-four (24) hours of signing for receipt of the product(s), all must be uncrated and the contents inspected for damage. During the uncrating process, care must be taken to protect the integrity of the contents. **Never stack stone materials upon one another without carefully placing foam packing material between them.** At any point, should any damage be identified, DeVinci Cast Stone **MUST** be notified via telephone (405-680-5600) and/or email (mail@devincicaststone.com) within that 24-hour period. Such email notification **MUST** include photographic evidence of the damage(s) along with photographs of the crating and packing components. Should damage(s) be identified, DeVinci Cast Stone will work with the client in the most expeditious manner to bring resolution to the identified issue(s). While DeVinci Cast Stone will work with the client to resolve any issues, DeVinci Cast Stone is not and will not accept liability except as set forth in the terms of the sale. DeVinci Cast Stone is not liable for any damage occurring during transport, delivery, unloading or uncrating. **Please read further for step-by-step instructions on how to uncrate your order.**

Receipt of Shipment and Inspection of Contents

The shipping crate and contents are extremely heavy. Assure that the appropriate equipment and personnel are available to accept the shipment from the carrier and to assist you with staging the crates in a secure area and breaking down the contents for inspection. Refer to the 'Uncrating Product' section above should any damage(s) can be identified. Shown below are pictures of how a typical fireplace is packaged:



Never stack the stone material upon each other without placing foam packing material or plastic shims between them carefully.



Figure 1. The bottom of the shipping crate is attached to a shipping pallet. Stones are laid on an initial layer of foam and then stacked side-by-side and atop one another with a protective sheet of Styrofoam between all stone edges and faces.



Figure 2. Crate side walls are attached to the base and the crate contents are covered with a protective layer of plastic wrap.



Figure 3. The crate is then shot with expanding foam to secure all parts as one in a monolithic package.

The crates themselves are heavy; however, after uncrating the contents, two people can move each piece carefully, as needed.

Instructions to Uncrate & Inspect Contents

- Step 1: Remove the top lid and locate the packing list for use in inventorying the crate's contents.
- Step 2: Remove the screws at the top, on the two sides where there are dotted lines to cut, or on longer sides of the crate.
- Step 3: Using a box knife with the blade adjusted for the thickness of the cardboard; on the long edges of the crate, slice the cardboard vertically just inside the corner posts and lower the long sides of the crate (see Figure 4)
- Step 4: Lift the monolithic foam straight up and away from the crate (NOTE: in some instances there are top and side pieces) (see Figure 5).



Figure 4: Lift monolithic foam straight up and over, there may be a top and sides or just one large piece.



Figure 5: Remove plastic covering the pieces, and photograph the layout of the pieces for documentation.

- Step 5: Remove the plastic sheet from the crates contents and photograph the contents (NOTE: This will be the beginning of your photo-documentation process).
- Step 6: Remove individual crate components staging them on clean and level surface (NOTE: Some pieces are heavy or unwieldy, employ multiple personnel as necessary during this step).
- Step 7: Using the packing list, Inventory all crate contents.
- Step 8: Carefully inspect all contents (NOTE: Refer to the 'Uncrating Product' section above should any discrepancies or damage(s) be identified.

Thank you for selecting a DeVinci Cast Stone creation. It is our sincere wish that it should bring you years of enjoyment. And please share pictures with us once it is installed. With your permission, you may find your picture(s) posted on our website 'Gallery'.