

# TRANSPORTATION DISCLAIMER

Although DeVinci has made every effort to safeguard our products by being crated and packed in a way that minimizes the chance of damages during shipping, please review the following information carefully to ensure you know how to handle the unfortunate situation in which your surround has arrived damaged.

If your crate arrives with visible damage to the package, please **DO NOT SIGN FOR, NOR ACCEPT THE SHIPMENT**. Please take photos of the damages and send them to your customer service representative. As soon as the images have been sent, please call us to inform us of the situation, we will be more than happy to help you through the process of reconciliation. Please do not sign for a shipment with visible damage until after you have spoken with a representative. If you are accepting your delivery outside of DeVinci Cast Stone's standard business hours, and cannot talk to a representative, please call our logistics service provider to receive 24/7 support. You can find the contact information to our logistics service provider in your shipment tracking email.

If your crate arrives with no visible damage to the package, please ensure you have allowed for enough time to uncrate and inspect the contents of the shipment within 24 hours of signing to accept delivery. This small window of time is allotted as a grace period in case the purchase has any concealed damage (concealed damage is freight that might have been damaged during transit, but the damage, loss, or shortage was not visible or not notated on the proof of delivery document). If any concealed damage is not reported within the 24-hour window, the carrier will be released of any responsibility for any repairs or replacement pieces they would typically be expected to cover. For more information, please see our Shipping and Receiving document that was provided to you.

DeVinci Cast Stone is not liable for any damage occurring during transport, delivery, unloading or uncrating. While DeVinci Cast Stone will work with the client and carrier to resolve any issues, DeVinci Cast Stone is not and will not accept liability except as outlined in terms of sale.



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