



SHIPPING POLICY

Toll-free 1-800-986-5352 | Email shipping at service@eastcoastchair.com
TablesChairsBarstools.com
stores.ebay.com/east-coast-chair-and-barstool

Shipping at a Glance:

- We ship using third-party LTL common freight carrier lines that are not owned or managed by East Coast Chair & Barstool
- Unless otherwise requested, your shipping quote is for tailgate delivery only
- You are responsible for any other shipping services arranged before or during delivery, such as liftgate or inside delivery, and we (and/or the freight company) reserve the right to bill you for accessorial services used at time of delivery
- We will provide tracking information and a phone number to the shipping terminal for you to contact on the estimated date of delivery
- You are responsible for having adequate staffing or other helpers at time of delivery to unload the truck and move your furniture inside
- Do not ever refuse a shipment without approval from East Coast Chair & Barstool
- It's your responsibility to check the skid and piece count and note any missing items or shortages on the Bill of Lading
- It's your responsibility to inspect the packages and note any damage on the Bill of Lading
- There is no recourse if you do not follow our instructions for reporting missing or damaged items

Please read the entire shipping policy in full.

Shipping Information:

East Coast Chair & Barstool currently ships to destinations within the 48 continental United States. Shipping outside this area is not currently available. We cannot ship to PO Boxes so please be sure to provide us with a physical shipping address.

While some of our competitors' offer "free" shipping by adding in the cost of shipping in the product price, we only want you to pay shipping on the freight that is shipped to you based on quantity, weight, and distance. We use real-time freight quotes based on your order specifications. Many factors determine the actual freight cost. This way, you won't be paying extra on the product, and usually when compared side-by-side, charging for separate shipping still undercuts our competitors' prices. We make it a policy to check various LTL (less than truckload) carriers' quotes before we choose the best shipping method for you/your products. These common carrier freight lines are not owned or managed East Coast Chair & Barstool, and the driver is not an employee of East Coast Chair & Barstool. Your delivery will be made by a reputable third-party freight carrier hired to take responsibility of delivering your products to your location.

All LTL freight deliveries are tailgate and to the back of the truck only, unless you order special services for additional fees. Tailgate delivery means that the driver will bring your shipment to a loading dock or to the back of the truck. Tailgate delivery is performed to avoid any possible damage that may occur while unloading and moving your shipment from the truck to your delivery location. This is highly beneficial for you, as you can take the effort and time to appropriately maneuver your items into your location without any risk of a rushed delivery being performed by the freight lines. Please keep in mind that if you have a large order, you may need a couple of people to help unload it. (Sometimes, the term curbside delivery is used in place of tailgate; they are both the same delivery service, and neither curbside or tailgate delivery includes a liftgate, help getting items off the truck, or any inside placement.) Please contact us for a fuller description of tailgate delivery and to discuss options such as residential, inside delivery, and/or liftgate service before ordering. We reserve the right to bill you for shipping charges on refused shipments, incorrect delivery address, or any accessorial charges upon delivery.

We highly recommend that you have adequate staffing or helpers available on the day of delivery to unload all the furniture off the truck and to move your merchandise inside. Unless you paid in advance for liftgate or inside delivery, it is your responsibility to unload the truck. The driver is not required to assist you. Many of our products ship unassembled, shrink-wrapped, boxed, or otherwise packaged, and you will appreciate having a full team ready to help you unwrap, assemble, and install in your location.

You must notify us if you are shipping to a church, school, university, personal residence, prison, military base, country club, storage unit, construction site, new construction, strip mall, or any other sites with limited access as additional fees may apply. The shipping company may determine your location is limited access during delivery, which will result in added charges post-sale.

In addition, we may have to pass on additional charges to you for security fees or city surcharges. If you live in New York City or another congested inner-city area, require shipping by ferry, or the delivering truck needs to pass through a military checkpoint, for examples, there will be additional charges accrued. Please be aware that some special circumstances, like these, may result in higher shipping rates, depending on the freight company. Our customer service consultants will be able to walk you through what type of delivery service will be best for you, based on the products, quantity, and staffing you have. When there is no dock on premises, the truck will park in the nearest designated loading zone. If you do not have a loading dock, fork lift, or other capability for getting your merchandise off the truck, we suggest you request liftgate service for an additional charge when placing your order.

Services requiring additional fees:

- Residential delivery
- Re-consignment/re-delivery
- Liftgate service
- Inside delivery
- Incorrect address
- Refused shipments
- Special appointment/scheduled delivery
- Notification request
- Limited access
- Security fees
- City surcharges

Speak to an East Coast Chair & Barstool customer service representative at 1-800-986-5352 about these services and your shipping needs prior to placing your order.

Delivery Information:

Most of our item pages on our website include an estimated lead time, the time it takes for the item to be packaged and prepared to leave the warehouse. We try hard to give you accurate estimated lead times. However, this lead time is only an estimate, and depending on the volume of shipments in a particular day or week, your items may not ship within that time frame. In addition, our inventory levels fluctuate and items may be unavailable at time of your order. Please call us at 1-800-986-5352 to verify all availability and lead times.

To provide you with the greatest selection on our website, we ship from warehouses all over the country. Each lead time varies based on many different factors. Some warehouses stock items that can be shipped the same day or within 24-48 hours. Other items require a longer time, and custom or made-to-order items will also require a longer lead time. In addition to the lead time stated on each item, the transit time (time it takes after leaving our warehouse and arriving at your establishment) generally takes between 3-10 business days. If you have a rush order, please make sure you let us know at the time of order.

Unless otherwise specified or pre-arranged, our carriers deliver during business hours, Monday thru Friday, 8 a.m. to 5 p.m. (No weekend deliveries.) Truck drivers are not required to call you to notify you of expected time of delivery (unless you order a special notification service). We recommend you call the shipping terminal on the estimated day of delivery to confirm your scheduled delivery date and ask about an estimated time of delivery. Most likely, the terminal will be able to give you a window of time to expect the delivery.

Once the LTL freight carrier takes possession of your products from our warehouse, signing and acknowledging the product is in good order, we are no longer responsible for the condition of the product(s) at time of delivery. LTL freight carrier deliveries require a signature. It is the **customer's responsibility** to inspect the shipment prior to acceptance and note any freight damage and/or missing items on the Bill of Lading before the driver leaves. Please do a skid and piece count and compare it to your tracking information and packing list (taped to one of your boxes or pallets) to ensure you received your full shipment before the driver leaves.

Items to note on the Bill of Lading include:

- Forklift punctures
- Broken shrink wrap
- Broken banding
- Torn or crumpled containers
- Holes in boxes
- Obviously scratched or dented product(s)
- Missing items

We ask our customers to accept all shipments, regardless of the damage, but note and sign the Bill of Lading the visible freight damage and/or missing items. By signing the delivery receipt (Bill of Lading), the customer is confirming the delivery and that all of the product(s) arrived in good shape, unless otherwise noted. Claims for missing or damaged items will not be accepted by the freight carrier if not specified on the Bill of Lading. You must make a note and sign the Bill of Lading **before** the driver leaves. For example, if a product is damaged, clearly write "PRODUCT DAMAGED" on the Bill of Lading. If you do not have time to inspect the order at time of delivery, please note the following on the Bill of Lading: "Boxes are subject to inspection at time of delivery. Customer will notify carrier of pending damage within 24 hours." This gives you the time to look over your product(s), yet allows the carrier to know that possible damage may have occurred before you took possession of it. If the customer signs the Bill of Lading

without recording or otherwise noting that there are possible damaged or missing items, there is no recourse. If it is a non-LTL delivery, such as UPS or FedEx, please contact customer service within 72 hours of receiving shipment. Please keep all shipping materials and original product packaging until the inspection is completed. We also recommend taking photos of any product(s) that may have been damaged in delivery.

East Coast Chair & Barstool is not liable for any damage noted on the Bill of Lading. If there is shipping damage, the **customer** must file a damage claim immediately with the shipment carrier. Under no circumstance will freight companies review freight claims after 14 days of delivery. You **must** keep packaging materials and damaged item(s) to be used in the claims process with the shipping company. If you determine that the product is damaged after you have unpacked it and the delivery company has left, you must report any damage within 72 hours of receipt. For FedEx/UPS deliveries, where the merchandise was left at the door and you were not available to inspect it immediately for freight damage, it is your responsibility to call your FedEx/UPS office within 24 hours of delivery and file an immediate freight claim to report damage in addition to calling us for replacement parts.

If you need help with filing a freight claim, please email us at service@ecchairandbarstool.com with the details of the shipping damage, along with photographs showing the damage of the packaging materials and products affected.

In the event you are missing an item from your shipment or received the wrong product, we will do our best to remedy the issue at hand on a case-by-case analysis. Note the missing item on the Bill of Lading before the driver leaves and contact us immediately at 1-800-986-5352.

Please **do not refuse your shipment** under any circumstances. If you refuse the shipment without our knowledge, you will be re-charged the delivery fee back to you or the warehouse. If your product has shipped and you change your mind, please call us at 1-800-986-5352 immediately and before you refuse any delivery. If you refuse a delivery without our authorization, you will be responsible for all return fees.

Please note that if you ask a truck driver to use additional services not included in your shipping quote from us upon delivery, you will be charged those additional fees directly from the freight company. The driver may also deem necessary to use additional services to adequately deliver to your location, in which you will be charged additional fees post-delivery. These charges may include but are not limited to:

- Re-consignment / redelivery
- Residential or limited access
- Incorrect address
- Use of the liftgate
- Inside delivery

Assembly of products may be required. All hardware will be provided.

Warehouse Pick-Up Information:

We recommend having any large orders shipped to your destination, in order to provide you the protection from any shipping damage that may occur. However, if you are planning to pick up your product(s) from our Sharon warehouse, please note that pick-ups are by appointment only. Pick-ups are scheduled Monday - Friday between 10 am and 3 pm (no pick-ups will occur between 12 pm and 12:30pm). You must call in advance and schedule a date and time for your pick-up. When you schedule the pick-up, you will be asked for the full name of a designated pick-up contact. This person should bring the order number and a valid driver's license when they arrive at the scheduled pick-up time.

Please confirm the size of the item(s) and any packaging that will be part of your order beforehand, to ensure your order fits in the vehicle which will be used to pick it up. If you will be using a pick-up truck bed or flat bed, please come prepared with all the necessary straps or tie-downs. We may have a few straps on hand to purchase at time of pick-up, but we do not guarantee that we will have such items in stock for you to purchase at time of pick-up, so it's best that you come prepared. Our staff will be happy to assist you in loading your vehicle but are not allowed to tie any items down for you.

Before receiving the item(s), your designated pick-up contact will be asked to confirm the order is complete, accurate, and in good quality. He/she will be asked to thoroughly inspect the item(s) before leaving and accept liability for the item(s) whilst in their possession and during transit. Once he/she signs for the pick-up, the sale is considered complete, and we are no longer responsible for your order's safe delivery. Our staff will wrap and package the order to the best of our ability before loading to minimize any damage from shifting during transit or any accidents the driver has along the way. East Coast Chair & Barstool cannot be held responsible for any scratches, dents, or other damage in which furniture is susceptible during transit.

If after the item is delivered to the final destination, it is determined that there are missing or incorrect items, it will be your responsibility to arrange a return or second pick-up either via personal transportation or by requesting a freight quote from your customer care specialist. East Coast Chair & Barstool is not responsible for covering any transportation costs.

In addition, you will be charged Pennsylvania sales tax, along with a pallet fee. Our pallets are usually \$15, but for solid or oversized skids, this added fee could be \$25/skid. Please call us at 1-800-986-5352 for more information or to schedule your pick-up.

It is assumed that you have read and understood our policies before you place an order.