



Furniture Imports, Inc.

PROCEDURE FOR RECEIPT OF MERCHANDISE

Dear Customer,

We truly appreciate your business. Your order is being processed and will be shipped shortly. We are sending this note to advise you of the steps you should take when the carrier delivers your merchandise.

Your order is packed to prevent, as much as possible, damage in shipment. Occasionally however there could be some damage caused from handling. **BEFORE SIGNING** for the shipment it is very important to inspect the cartons. If there is any damage to the cartons or shortage on the shipment, be sure to make a **NOTATION on the DELIVERY RECEIPT**. If possible, open the package and inspect the merchandise and note the damage on the receipt. You do have the ability to refuse any merchandise due to damage.

It's not common that your goods will be damaged, but if you follow these instructions any damage or shortage that may exist, can be properly claimed. If this occurs contact your selling dealer immediately to advise them of the problem and they will further assist you with replacements.

If the shipment is received without exception and concealed damages are found within 5 days of the delivery, contact your dealer immediately so it can be reported. Please know that it is very difficult to obtain compensation from the carriers for damages when shipments are not signed for appropriately.

Thank you for your order and thank you for helping us serve you.