

## CANCELLATIONS & CLAIMS

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### **CLAIMS WITH THE FARMHOUSE COLLECTION**

The Farmhouse Collection furniture should be treated as one would treat fine antiques. We do not assume responsibility for damage to the furniture due to exposure to excessive heat, cold, sunlight or chemical substances. Nor do we assume responsibility for normal expansion or shrinkage due to climatic changes.

### **CLAIMS WITH A SHIPPING COMPANY**

Our merchandise is shipped F.O.B. from our warehouse and is thoroughly inspected before pickup. **WHEN SHIPMENT IS RECEIVED AND SIGNED FOR BY THE TRANSPORTATION COMPANY, OUR RESPONSIBILITY CEASES.** Signature from the Transportation Company constitutes delivery on our part. Please inspect all merchandise immediately upon receipt. Do not accept a shipment with evidence of damage or shortage unless the driver endorses the goods with a statement of irregularity on the bill of lading. If a customer gives the Transportation Company a clear receipt for goods that have been damaged or lost in transit, he does so at his own risk and expense.

We do not assume responsibility for damage or shortages incurred in transit. Nor do we process claims to Transportation Companies once freight has been accepted. Filing a claim is the responsibility of the receiver. The receiver should notify the carrier's claims department immediately and request an inspection. If damage is not detected at the time of delivery, request a "Concealed Damage" report from the Delivery Company. If there is any potential of a successful claim to a Transportation Company you must retain all the packaging that was used in the shipping of the piece until the claim has been settled.

### **CANCELLATIONS/RETURNS**

All deposits are final. If a client wishes to cancel an order at any point in the process they will sacrifice their deposit. Further, all sales are final. The Farmhouse Collection does not accept returned furniture and will not reimburse deposits or final payments.

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Prices subject to change without notice.

THE FARMHOUSE COLLECTION®, INC. • TWIN FALLS, IDAHO 83303 • (208)736-8700 • (208)736-8900

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[www.farmhousecollection.com](http://www.farmhousecollection.com)