

# DDD/ESBService.com Tanning Bed Tracking Information, Shipping and Return Policies

*When you order our products over the phone or online, you are accepting all of the terms and conditions of our Shipping & Return policies.*

We Contract with the Courier for Curbside Delivery ONLY.

Delivery address must be tractor-trailer accessible.

The freight company **will not** move the product(s) to your desired location.

*Please remove all packing materials from the shipment and inspect the delivery for damage while the freight carrier is there. Do not use sharp blades to remove packing materials. Note any damages or missing items on the delivery receipt. If no damage is noted on the delivery receipt, then the delivery will be considered "clear" and the transaction will be considered complete.*

The freight company will contact you to schedule a delivery appointment. Because the items are so large, you will need 2 to 6 people to help at the time of delivery to get the merchandise off the truck.

## **Receiving Freight: Clear Delivery**

1. Stay in contact with your sales representative to find out when your items are shipping, the name of the courier, the tracking number, and an approximate delivery date.
2. When the shipment is delivered, inspect it immediately for obvious signs of damage.
3. Compare the number of shipping units received to the number listed on the delivery receipt.
4. Sign the delivery receipt.

If condition and quantity of your freight is acceptable, the driver will ask you to sign the delivery receipt. The driver will give you a copy, and take the original signed copy as proof of delivery.

A signed delivery receipt without **exceptions noted on the delivery receipt** is called a "clear delivery." Clear delivery means that there were no shortages and no visible damage at the time of delivery.

**If your shipment is damaged or there are missing items upon delivery, please note the damaged or missing items on the delivery receipt and notify your sales representative *immediately*.**

**Upon Delivery of your Tanning Bed**, there will be 2 large boxes. Carefully inspect the each box for signs of damage. Open both boxes and inspect for any visible damage. If only one box is damaged please accept delivery of the undamaged box and refuse delivery of the damaged box only. Note the delivery receipt with acceptance of partial shipment and refusal of the damaged item. Please call your sales representative so a replacement can be shipped to you.

Parts for damages noted on the freight bill will be shipped to you at no charge. If you accepted delivery of a damaged item but did not note the damage on the delivery receipt you will be responsible for the cost of the parts and the applicable shipping charges.

We recommend that you purchase shipping insurance at a nominal cost for coverage of concealed **freight damage**. Shipping insurance covers **hidden damage that occurred during shipping that was not visible at the time of delivery**.

**Shipping insurance covers the replacement of damaged parts and applicable shipping charges *only*, not the entire item. If you do not purchase shipping insurance at the time of you place your order, you will be responsible for all costs of repair including applicable shipping charges. Shipping insurance cannot be purchased after the item has been delivered.**

**Any items missing from your shipment must be reported within 10 calendar days of delivery.**

*Since our items are custom made, if you wish to cancel your order, you must email us within 48 hours of the purchase that you are cancelling the order. It's also a good idea to contact your sales representative to confirm the cancellation has been received.*

*If you choose to cancel your order after 48 hours, you will be charged 25% of the total purchase price to cover costs incurred on your behalf.*

*If you choose to cancel your order after the item has shipped, you will be responsible for shipping charges of \$1,000 plus 25% of the total invoice to cover costs incurred on your behalf.*

*Since the items we sell are custom made and because we do not sell items that are previously owned, we cannot offer returns or refunds on purchases once you accept delivery of your purchase.*