

# Bob McDougal Sewing Machine Company, Inc.

*"Where We Promise to Keep you in Stitches"*

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## **AGREEMENT FOR FREIGHT LINE DELIVERIES**

In order for your cabinet order to go as smoothly as possible, please read the following order specifications and conditions:

1. Large sewing furniture is shipped via truck line, not UPS or FED-EX. Because of this, someone needs to be at home to receive and sign for the product when the delivery takes place.
2. Provide as many phone numbers as possible to insure that the shipping company can contact you to let you know when your order will be delivered.
3. The delivery driver is not responsible for bringing the product inside your home, up or down any stairs, or into any particular room. Their responsibility is to deliver the product to the delivery address and unload it from their trailer. The driver's responsibility varies slightly from state to state, but this is a good guideline to remember. Most of the time the driver will help you get it through the first door, or into a garage, but it is always better to have someone with you to help unload your delivery.
4. When you sign the delivery receipt, it is a legal contract which states that you accepted the product in acceptable condition. **ALWAYS INSPECT YOUR SHIPMENT BEFORE SIGNING IT.** It is best to completely remove your shipment from its container regardless of the condition of the box, inspect it thoroughly, assemble the product (if possible), and if it is damaged, make a note of the damage on the delivery receipt or repackage and decline delivery. If opening or assembling is not possible at the time delivery is received, it is best to indicate "possible concealed damage" regardless of the condition of the box(es). This is very important because once you have signed for your shipment it is your responsibility for damage.
5. Save the box and all packaging materials until you are satisfied that your cabinet and all accessories are satisfactory.
6. Please contact Bob McDougal Co. for any questions and assistance, as well as for the replacement of damaged pieces or components.
7. Replacement of damaged pieces or components of your cabinet is the normal procedure for damage incurred. Replacement of damaged product will occur when funds are received from the shipping company after the claim has been filed. Normal claim time is 4 to 6 weeks.
8. Inserts are usually shipped via UPS and customarily do not arrive at the same time as your cabinet. Delivery of inserts can take additional time to provide for the creation of the insert.

Problems can always be solved more smoothly if the proper channels are followed. In order to ensure your satisfaction with your purchase, we need your cooperation with these guidelines.

Ordering by telephone or via internet site indicates that you have read, understand and will follow these procedures and guidelines.