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## BSC SHIPPING POLICY

All orders are shipped *Freight Collect* via the freight carrier that BSC designates. The BSC preferred carriers are Trail Lines, American West or Cal Metro (California and Arizona only).

In some cases a customer will request a carrier that is not preferred by BSC. BSC will gladly assist with the delivery. However, BSC will not be held responsible for any damages after the product leaves the BSC warehouse. Customers must sign the Shipping Release Form to use their own freight carrier.

Prior to shipping, all furniture is carefully inspected and photographed for accurate record keeping. Each piece is then packaged in a heavy mill plastic bag. Cardboard or foam is placed on the top and bottom corners of the piece prior to shrink wrapping. All furniture is blanket wrapped by hand in the BSC warehouse and not unwrapped until delivery. BSC preferred carriers are blanket-wrap freight carriers and all product is hand loaded and unloaded.

BSC is **NOT** responsible for freight damages. The customer or receiving agent must inspect each item upon delivery, and any damages must be noted on the Bill of Lading prior to the driver leaving the location. If the product is damaged beyond repair, the customer or receiving agent should refuse to accept it and send it back with the driver. In the event that a piece arrives damaged, BSC will not be responsible for filing claims with any of the trucking companies. Customers will be held responsible for filing a claim with the trucking company. A claim form is available online at the shipping carrier's website. BSC will help to facilitate communication between the customer and carrier in an effort to expedite the claims process. Additionally, customers must complete a BSC Damage Claim form in order to have the product replaced or repaired.

All deliveries by a BSC preferred carrier are commercial only. BSC does not arrange inside delivery or white glove service.

If damages are not noted upon delivery, both BSC and its customer have no recourse with carriers and no claims will be honored.

Trail Lines (877) 548 – 5713  
American West (800) 788-4534  
Cal Metro (323) 725-0257