

Shipping/Delivery

As a service to our customers, Lindsey Adelman Studio (LAS) will arrange the shipping of orders via one of our preferred carriers. All charges are **PROFORMA** and will be included on the final invoice. Please be sure to supply us with a ship-to address including contact name, contact phone number & side mark if applicable.

If the customer chooses to manage their own freight and delivery, LAS must be notified of the specific details of the movement. The fee to move the product from a manufacturer to a terminal for “customer's own” pick-up will be added to the balance due. All product is moved through a Bill of Lading (BOL). The location of the pick-up by the client or the client's agent may trigger sales tax responsibility at that location. LAS shall not be responsible, in any event, for any damage caused to the goods during crating, shipping, moving or in storage.

Ownership of the product transfers to the customer (owner) upon the freight carrier taking possession of the order for transport. Therefore, responsibility for damage occurring in-transit is the owner's and all claims for freight damage must be made within 48 hours of receipt.

If customer selects their own freight carrier, freight claims must be filed directly with the selected carrier. LAS is not responsible for a customer's own or third-party freight damage and claim.

Receipt of Product

LAS highly recommends using a qualified receiving warehouse to receive, inspect, consolidate deliveries and facilitate in-home delivery. LAS will recommend a receiver for client if needed or can be included as white glove service if our preferred shipper is chosen to crate and ship. All crated goods should go through a professional receiver such as a receiving warehouse that must inspect shipment within 48 hours of receipt. A receiving warehouse acts as an agent for the client and is responsible to note any damage and assist the owner with filing a freight claim when any damage is found. A qualified receiving person should be present to accept products when delivered directly to a home.

A signature on the BOL upon receipt of the products confirms that the products are received in good condition unless exception is made on the BOL. If the merchandise is refused upon delivery for quality or damage issues, the receiver should contact the showroom of purchase immediately.

If the driver must “drop and dash”, the receiver should note on the BOL “subject to inspection” that any concealed damage of boxed or crated products will be the responsibility of the carrier or the manufacturer as determined upon inspection of the product. Full inspection must occur within 48 hours of delivery and all freight claims filed within 48 hours.

All damage claims must be made in writing to customerservice@lindseyadelman.com within 48 hours of receipt of goods. Damage claims must include photographs along with a written description of the damage. If damage has occurred in shipping, all packaging must be retained by the receiver; failure to do so may invalidate any claim.

Inspection of Product

Inspect the cartons or crates carefully, use extreme care using razor blades while cutting open boxes & packaging. LAS crates can be easily opened with an electric or cordless drill with a Phillips head attachment. If there is any visible damage to the packaging or the indicator is activated, note it on the BOL. Take photos of any damage to the packaging, this is necessary to resolve damage claims.

Inspect the LAS branded tape seal. If it is not intact or it is covered over with non-branded tape, you should assume the package has been tampered with. Note this on the BOL.

Unpack all cartons or crates. Inspect all merchandise carefully. Cartons and crates should always be unpacked in your presence. NEVER discard original packaging until satisfied with the delivery.

If you are unable to inspect the merchandise at the time of receiving the shipment, note on the BOL "subject to inspection" that any concealed damage of boxed or crated products will be the responsibility of the carrier or the manufacturer as determined upon inspection of the products. LAS must be notified within 48 hours of any concealed damage that is found. Keep a copy of the BOL. Save the packaging material and take pictures of the damage.

All damage claims must be made in writing to customerservice@lindseyadelman.com within 48 hours of receipt of goods.

Product Quality and In-Transit Damage Reporting

Products are inspected by the manufacturer prior to release to ensure that the order is in good condition, complete, fully functional, tested for electrical standards compliance, and ready for shipment.

The carrier is responsible for a complete inspection of the products at the point of origin. Any damage must be noted on the BOL. The signed BOL is confirmation by the carrier that they have accepted responsibility for delivering the products in the condition in which they were received. Inspection of the boxed or crated products are limited to the exterior of the packages. Exceptions must be noted, and the packages opened at once if the condition of the cartons or crates appear compromised.

Do not attempt a return without first having obtained a Lindsey Adelman Studio written authorization. LAS will not accept returns without prior written authorization.

Please include the original Sales Order Number with the returned product(s)