



LION'S WOOD BANQUET FURNITURE

502 South Mount Street, Baltimore, MD 21223



443-763-3620

SHIPPING



Info@lwbanquetfurniture.com



www.lwbanquetfurniture.com



Information & Policies

Once your project has been completed your products will be inspected and crated, palletized, or placed on skids for delivery. Photos will be sent to your attention with the accompanying shipping notification documenting the condition of your order as it is being loaded for shipment. We contract with reliable 3rd party shippers that are responsible for a safe delivery and guarantee delivery at your property.

We want to ensure that you are aware of our shipping policies and procedures. All delivery trucks are not equipped with pallet jacks or equipment to remove the product off the truck, so it is important that you share this information with receiving as it will be your receiving team's responsibility to remove the crates off of the delivery truck. Some drivers may offer to place the crates on your loading dock, but this is not guaranteed, so please have the property's equipment ready in this situation. If you require a liftgate for delivery or white glove service from the shipper, you must notify Lion's Wood prior to the shipment so the proper arrangements can be made.

In the case of local deliveries where Lion's Wood Banquet Furniture is the shipper, the driver is not responsible for uncrating or assembling. Please advise your receiving personnel that they will be responsible for unloading items off the truck. If you prefer an inside delivery, this option is available at an additional charge. If you do not have a loading dock or forklift, a lift gate delivery will be required and is available at an additional charge.

Upon receipt of your purchase, it is your responsibility to inspect the shipment for visible crate/pallet/skid damage. If damage to the crate or carton is apparent or if there are shortages, you must note this on the delivery ticket and have the driver of the truck sign the delivery ticket or BOL acknowledging the shortage or damage prior to their departure. Freight claims cannot be filed without this documentation, and you would then be responsible for replacement costs of any damaged goods. A careful inspection is essential for your protection.

You must report any concealed damage within five (5) days after receiving the shipment or freight claims cannot be filed. All shipping cartons must be retained in order to qualify for a freight claim.

Thank you for choosing Lion's Wood!

ALL PRODUCTS PROUDLY DESIGNED AND MANUFACTURED IN BALTIMORE, MD, USA

