

Lauren Marttila Photography freight shipping policy

The freight carrier will schedule a delivery appointment with the recipient. If the carrier is unable to schedule a delivery appointment, you, the purchaser, will be charged a daily holding fee (avg. \$65-100 per day) until a delivery appointment can be made. It is crucial that you include the recipient's correct phone number and address.

If the scheduled delivery appointment is missed you will be charged a redelivery fee (avg. \$200). All late fees and or re-delivery fees will be charged to you.

Pieces are insured for the cost to make and ship.

The recipient has a right to complete a basic inspection of the condition of items upon delivery and prior to signing the proof of delivery (POD). By signing the POD, the recipient is accepting the condition of the shipment. **As such, It is important to complete this inspection immediately upon delivery and to gather video and or photo evidence of the unboxing process, prior to signing the POD.** We also recommend gathering the driver's initials when signing or noting on the POD.

If a driver is not willing to wait while the recipient inspects and unboxes each item in the shipment, the recipient is instructed to note "pending further inspection" on the POD.

If the shipment has arrived damaged, the recipient is instructed to note "damaged" on the POD and to refuse the shipment and contact Lauren Marttila Photography immediately for next steps. Lauren Marttila will arrange to have a claim submitted with the carrier by the shipper.

All photo and or video evidence is to be shared with Lauren Marttila Photography in order to submit a claim with the carrier. If the claim is accepted, Lauren Marttila Photography will use the claim to issue a replacement at no additional cost to the recipient.

Additional information relating to freight shipments is outlined below:

- Freight is used to ship oversized frames (size 36x48" and up) or when shipping in bulk. Frames are boxed and strapped to a pallet in the upright position. We can fit up to eight 36x48" frames onto a single pallet.
- In shipping to a major city, freight carriers will only deliver curbside. The recipient will need to meet the carrier outside of the location to receive the shipment.
- Freight is only available for delivery in the contiguous United States.