

THERMORY®

Sauna Freight Disclaimer & Receiving Instructions

Thermory makes great efforts to protect our material during shipping, however we use multiple carriers in order to get the best freight carrier and the best rate for your area. Unfortunately, freight damage can sometimes occur.

In the event of damage it is important to be aware of the following:

- In case of any damage to the crate, the damage must be noted on the bill of lading and packing slip **BEFORE** signing for shipment.
- If damaged material is discovered **AFTER** delivery, this must be reported to **THERMORY WITHIN 48 HOURS** of delivery to enable Thermory to file a freight claim with the carrier—**NO EXCEPTIONS**. Any claims that are reported later than this will not be reimbursed by Thermory. Any replacement material and additional shipping will be at customer expense.
- In case of damage, please note the following:
 1. **Note all damage on the bill of lading PRIOR TO SIGNING.**
 2. **Take photos of any damage, condition of the crate, packaging etc.**
 3. **Hold any damaged material for up to 30 days for shipper pick up or for proper inspection by carrier or Thermory.**

To make deliveries run smoothly we need correct information from you. Please check all delivery information when you receive an invoice, order confirmation or packing list from Thermory, including delivery address, contact person, and contact phone #. Thermory will not be responsible for any additional charges resulting from incorrect delivery information.

In addition, there are other situations that could cause additional charges during transit/delivery. Charges will be invoiced to customer as follows:

- If prior arrangements haven't been made with Thermory for inside delivery, a forklift or pallet jack is required onsite.
- Changes in delivery address while material is en-route may cause additional charges.
- If the delivery location has limited access, requiring special truck size or multiple deliveries, extra charges could accrue.
- If delivery of material is delayed due inability to contact customer to schedule delivery appointment. additional fees may accrue.

If you have any specific delivery limitations, instructions or concerns, please contact us before the shipment is scheduled and we will be happy to work with you!

I acknowledge that I have read & understand this document.

<input type="text"/>		<input type="text"/>	
Print Name		Company	
<input type="text"/>		<input type="text"/>	
Signature		Date	

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