



### **Shipping Protection Policy**

It is your responsibility to protect yourself from accepting damaged merchandise. Before signing the delivery receipt, you have the right and responsibility to do the following:

- Visually inspect all cartons or crates for holes, tears, and other indications of rough handling.
- Fully remove merchandise from cartons and visually inspect it for any damage, no matter how minor. Pay particular attention to any areas that correspond to damage appearing on the carton.
- If there is any damage, you are not obligated to take delivery and have the right to refuse delivery. If you do so, you must immediately email us at [ericcieri@comcast.net](mailto:ericcieri@comcast.net) to notify us of this refusal of delivery.
- If you accept delivery, you are responsible for all damages, whether or not the damage was noticed at the time of delivery. Your signature on the delivery receipt, or the signature of your normally authorized representative, indicates that you have accepted the merchandise in "good order."

If the package is properly notated of damage or refused and returned to 916 Poker Depot then I shall file all insurance claims and work directly with the insurance company. Be advised that due time is needed to complete the claim process and can take up to approximately 30 days. Once the insurance claim is approved and paid out a replacement table will be made for the customer at no cost. The replacement item could take up to 4-6 weeks to be replaced depending on production work load, but will be put # 1 on the priority list and we will work diligently to get the replacement item sent to the customer. The original shipping charges are non-refundable and no refunds will be issued. The replacement item will be sent to free of charge once the insurance claim is awarded.

If an item is clearly damaged then I recommend that you refuse the package. Once we receive the package back we will start the claim process.