

## Academia Furniture Industries Shipping Damage Policy

At Academia Furniture, we take immense pride in the quality of our products, and our commitment is to ensure that every item reaches our customers in impeccable condition.

While we strive for perfection in each shipment, we acknowledge that unforeseen circumstances during delivery can result in damage. Our aim is to provide clarity and prompt resolution, ensuring that your experience with Academia Furniture remains exceptional, even in the face of unexpected challenges.

To address such situations transparently and efficiently, we have established the following policies pertaining to freight damage.

### A. Inspection Upon Delivery:

Customers are responsible for thoroughly inspecting all received shipments immediately upon delivery. It is crucial to check for any visible signs of damage to the packaging or the contents. If there are any noticeable damage, it must be documented on the delivery receipt or Bill of Lading (BOL) before accepting the delivery.

### B. Noting Damages:

In the event of damage, customers must clearly note the following on the delivery receipt or BOL:

- Description of the damage.
- Quantity of damaged items.
- Any other relevant information about the damage.

### C. Refusal of Damaged Shipments:

If the extent of the damage is severe, customers have the right to refuse the entire shipment. The refusal should be clearly indicated on the delivery receipt or BOL. Refused shipments due to damage will be returned to our facility for inspection and replacement.

### D. Reporting Damages:

Customers must report any damage within 3 business days of receiving the shipment. Reports should include photographs clearly showing the extent of the damage to both the packaging and the product. Failure to report damages within this timeframe may result in delayed processing or denial of a claim.

### E. Concealed Damage:

If damage is discovered after the delivery driver has left and the packaging appeared to be in good condition, customers must report concealed damages **before installation**. Similar

documentation and information will be required for concealed damage claims. Failure to report damages within this timeframe may result in delayed processing or denial of a claim.

F. Claims Process:

Upon receiving the report of damages, our customer service team will initiate the claims process. Customers may be required to provide additional documentation and information to support the claim, including but not limited to:

- Original order number.
- Photographs of damaged items and packaging.
- Description of the damage.

G. Replacement or Refund:

Once the claim is approved, customers will have the option for either a replacement of the damaged items or a refund for the value of the damaged items. The decision on whether to replace or refund will be at the discretion of Academia Furniture.

H. Exclusions:

This policy does not cover damages resulting from customer mishandling, improper storage, or installation.

I. Contact Information:

For any questions or to report damages, please contact our customer service team at [Customerservice@academiafurniture.com](mailto:Customerservice@academiafurniture.com) or 973-472-0100.