



BROCKWELL INCORPORATED

www.COLUMNSDIRECT.com



P.O. BOX 1283 ▪ MADISON, TN 37116 ▪ PHONE: 980-282-8383 ▪ E-MAIL: sales@columnsdirect.com

PRODUCT WARRANTY

STAIN-GRADE WOOD ORNAMENTS

NO WARRANTY DISCLAIMER | Because they are recognized as “Made to Order” products, classifying them as custom products, Brockwell Incorporated DOES NOT WARRANT the stain-grade wood ornaments. This no warranty disclaimer set forth by Brockwell Incorporated establishes a mutual agreement between Seller & Consumer in regards to: product discoloration over time, improper installation, consequences of mishandling, and similar errors. Brockwell Incorporated remains forever exempt from errors made by the consumer, which potentially results in the unintended representations of the final product(s).

Please review the following Shipping & Delivery Guidelines:

Schedules for Receiving Products

Typical receiving schedules refer to 8:00am – 5:00pm, or “Normal Business Hours.” These delivery hours may vary depending on a variety of factors, such as Freight Company, Location, & Community. If you refuse your freight during these hours, an additional charge from the freight carrier may be incurred.

Receipt & Acceptance of Products

Many of our products are shipped via UPS & FedEx ground. Some projects consist of large products that cannot be shipped UPS or FedEx ground and must be shipped via a Common Carrier. When your products do ship on a common truck, please follow these guidelines, below:

While the Driver is Present

1. Review the driver’s delivery receipt and/or Bill of Lading (BOL).
 - a. Are the products yours?
 - b. Is all the pertinent documentation present? (i.e. Job Name, P.O. #'s, delivery terms, correct number of products, etc.)

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2. **Inspect/Count Your Freight.**

Make sure that all your packages are present with the exact number of products you ordered.

3. **Check for Any Damage.**

It is paramount that review each package to make sure there was no damage during transit, as well as that the package(s) you receive contain the correct products. Please open and inspect the package(s) thoroughly – before signing the BOL – to ensure that there has been no damage to your product(s). All damages or incorrect products must be noted on the BOL in the driver's presence.

4. **Signing the BOL/Receipt.**

When you sign the BOL, not noting any damage or receipt of incorrect products, you are agreeing that you have, in fact, received your correct product(s) in perfect condition. In the event of concealed damage, the customer is responsible.

Freight Claims & Damage During Shipping

If there is damage during shipping, we will initiate freight damage claims on your behalf if you have followed the following guidelines:

- Have you inspected your package within (7) days of receipt and contacted a Brockwell Incorporated representative within this timeframe that is relative to the damage?
- At the time of delivery, did you note on the BOL "Possible Concealed Damage" – before signing the BOL?
- Did you retain all the damaged packaging and damaged material until the inspection is concluded by the carrier?

For any questions, please feel free to contact a Brockwell Incorporated representative.

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Or

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