

FREIGHT INFORMATION

SHIPPING / DELIVERY

Studio Bel Vetro will be happy to arrange shipping for all orders via one of our pre-qualified carriers. Charges for this service are billed proforma and will appear on the final balance due invoice.

If you would like to arrange shipping on your own, Studio Bel Vetro must be notified of all details no less than a week advance of the scheduled pick-up date. All product is shipped via a Bill of Lading (BOL) and FOB Healdsburg CA.

Please be aware that you may incur a sale tax liability depending on where the items are to be delivered.

RECEIPT AND INSPECTION OF PRODUCT

We cannot suggest more strongly that a professional receiving service/warehouse be used to receive, inspect and consolidate delivery of Studio Bel Vetro product. Likewise, a professional delivery service with experience handling fine furnishings should be used for in-home installations.

Studio Bel Vetro's products will not be released unless it is signed for as being in new and unmarred condition. If any product is damaged during transit or is refused upon delivery for any other reason Studio Bel Vetro should be notified immediately.

In the event that a crated item cannot be uncrated and inspected at the time of delivery, the receiver should make a note on the receiving document/BOL. However, a thorough inspection must occur within 48 hours of delivery and all freight claims filed within 72 hours. Studio Bel Vetro will not accept returns without prior written authorization.

PRODUCT QUALITY AND DAMAGE IN TRANSIT

When the freight carrier takes possession of the product, ownership transfers to the customer as per ICC Regulations. As owner, full responsibility for damage occurring in transit is the owners and all claims for such damage must be made within 72 hour of receipt. Failure to make a claim within this 72 hour period constitutes acceptance of the product and waives all future claims for any such defect, shortages or errors.

All product is thoroughly inspected by Studio Bel Vetro prior to being released to ensure that it is in new and unmarred condition.

Likewise, the product must also be inspected by the freight carrier at the point of origin prior to taking possession of said product. Any and all damage must be noted at that time on the BOL. If any damage is reported, Studio Bel Vetro reserves the right to refuse release of the product. A signed BOL verifies that the carrier has accepted responsibility for the product in the stated condition and affirms that they will deliver the product in the same condition in which it was received.

Upon delivery, if damage is found to the product, photos should be taken that clearly show said damage. The packing materials in which the product was delivered should be retained. Many times, establishing the condition of the packing materials at the time of delivery is necessary to process a claim. If it is not possible to keep the packing materials, photos of them should be taken as well.

If any product quality issues are observed at time of delivery, contact Studio Bel Vetro immediately.

Studio Bel Vetro is not obligated to insure product while in transit against any/all losses.