



Blue Valley Cabinets Claims/Warranty Submission Policy & Procedure (Customer Pickup, LTL, Direct Truck & BVC Delivery)

Please note that Residential delivery is "curbside" when the delivery method is LTL/Common Carrier. You may need help to move the merchandise off the truck and to your desired indoor location.

BVC is not responsible for moving cabinets into your home unless you have paid for White Glove service & the delivery is made on a BVC delivery truck.

If the delivery cannot be made to your home due to accessibility issues, (e.g., narrow road, road not wide enough for the Tractor Trailers to turn around, etc.) it will be the customer's responsibility to make arrangements with the delivery company.

It is the customer's responsibility to identify site conditions at the time the order is placed and make any necessary arrangements to have the cabinets moved from the curb to inside. If you are unable to inspect the package(s) at the time of delivery you must note that on the Bill of Lading ("BOL"). Once you sign the BOL you assume full ownership of the product.

Reporting Damages or Shortages at Time of Delivery:

ALL claims must be reported within 72 hours of the signed Bill of Lading, BVC delivery ticket or customer pickup ticket.

Any claim submitted after that time will be deemed untimely and denied. Damage or shortage claims on merchandise delivered by the Carrier must be noted at the time of delivery. When a shipment is received that shows obvious damage, please make a notation on the carriers' freight bill or **refuse the entire delivery**. Visit our website to complete the warranty form & to upload pictures:

<https://www.bluevalleycabinets.com/2477-2/>. Email submissions of warranty claims will not be accepted.

ALL claims must be reported within 72 hours of the signed Bill of Lading, BVC delivery ticket or customer pickup ticket

If damages/shortages are noted at the time of delivery or pickup, we will process the claim with the respective carrier. If you have possession of the product, you will need to hold onto the items until after the claim has been processed and the respective carrier has instructed you what to do with the damaged merchandise.

Upon verification of damage (carrier receiving documents including pictures from the customer) Blue Valley Cabinets will refund or replace the damaged part or parts of your order. Visit our website to complete the warranty form & to upload pictures:

<https://www.bluevalleycabinets.com/2477-2/>. Email submissions of warranty claims will not be accepted.

Reporting Concealed Damages:

When damage to, or loss of, contents of a shipping container is discovered by the consignee (customer) that could not have been determined at time of delivery, you must report the damage to the delivering carrier immediately upon discovery.

Notice of loss or damage must be submitted through our website: <https://www.bluevalleycabinets.com/2477-2/>

While awaiting direction by carrier, the consignee (customer) must hold the shipping container and its contents in the same condition they were in when damage was discovered, insofar as it is possible to do so.

Unless otherwise specified by the carrier, notice of loss or damage should be provided to the carrier within three (3) business days from the date of delivery.

If three (3) business, or such other period as specified by the carrier, pass between the date of delivery of the shipment by carrier and date of report of loss or damage and request for inspection by consignee, it is incumbent upon the consignee (customer) to offer reasonable evidence to the carrier when inspection is made that loss or damage was not incurred by the consignee (customer) after delivery of shipment by carrier and could not reasonably have been discovered prior to the time the damage or loss is reported .

Delivery Refusal:

Customers will pay all return shipping charges if delivery of an item is refused for other than damage, the return freight will be deducted from the refund amount. The return policy of original shipping and 20% restocking fee also applies to all non-warranty claims.

This exclusion also applies to customers who do not respond to freight carriers phone calls or email attempts for delivery.

Unable To Schedule Delivery/Set Delivery Appointment:

Blue Valley Cabinets reserves the right to have an order/freight dropped without a signature/person being present when a customer has been unable to be reached after multiple phone calls and/or emails from the carrier to secure a delivery appointment) This is to help in cutting down on additional freight charges/storage fees, which is the customer's responsibility.

Storage Charges:

The carrier(s) may charge a fee for storage ("Notify Detention Fee") if the shipment is not accepted within 48 hours of being notified that the shipment is ready to be delivered. The Notify Detention Fee is not included in your original shipping charges at the time you placed your order. Any of these additional charges/fees will be charged to the credit card on file at the time of your order was placed. The fee(s) can be up to the original shipping charges. To avoid any such fees, it is your responsibility to timely respond to communications from the carrier.

Missed Appointments:

The carrier(s) may charge a fee for canceled/broken appointments (re delivery fee), which is not included in your original shipping charges at the time you placed your order. Any of these additional charges/fees will be charged to the credit card on file at the time of your order was placed. The fee(s) can be up to the original shipping charges. This also applies to customers who do not respond to the carrier's phone calls or email attempts for delivery.

Delivery To a Different Address:

Once your order has been marked as shipped, the shipping address **cannot** be changed. If you must change the shipping address after it has shipped, the carrier(s) will charge a fee for the new address assignment (reconsignment fee), which is not included in your original shipping charges at the time you place your order. Any of these additional charges/fees will be charged to the credit card on file at the time of your order was placed. The fee(s) can be up to the original shipping charges.

On checkout there is a required box that the customer must check stating they have read the above policies. By using our online ordering system, you agree to all these policies as material terms of your contract to purchase cabinets from Blue Valley Cabinets.

Thank you for your order!