



BELLATERRA HOME, LLC
Fine Hand-Crafted Wood Bathroom Vanities

SHIPPING POLICY:

Our items are packed in boxes with foam and additional packaging to ensure product safety; we strap large parcel items onto customized pallets to safeguard against rough handling. Bellaterra Home is not responsible for any damage occurred during transportation. Local customers can pick up orders without any additional shipping or handling charges.

IMPORTANT NOTE TO CUSTOMER RE: SMALL PARCEL SHPMENTS: Please fully inspect all items upon receipt. In the event that you find any damage or shortage, please contact us right away (not to exceed 30 days from delivery date, to be eligible for a replacement). Customer must KEEP ALL ORIGINAL PACKAGING AND DO NOT DISCARD ANY ITEMS. We will require pictures of the damaged item as well as the packaging.

IMPORTANT NOTE TO CUSTOMER RE: FREIGHT SHIPMENTS: The driver will deliver your shipment to the curb only; any changes need to be pre-approved by shipper and may incur additional charges. Make sure you open the box/s and fully inspect all items for damage or shortage before signing the delivery slip. If you do find any of these issues, please write "damaged" or "shortage/missing item" on the delivery slip and contact us right away. If we are unavailable, or if the driver is not willing to wait, please just simply refuse the freight, please notate "refuse" or "damaged" on the delivery receipt and ask for a copy. Then contact us on the next business day and we will follow up with the carrier. DO NOT ACCEPT SHIPMENT WITHOUT PROPER NOTATION ON THE CARRIER'S PAPER WORK. Any damage or shortage discovered afterwards needs to be reported before the 5th day from the delivery date. Please contact Bellaterra Home with any questions on this process;