

SUNBELT FURNITURE XPRESS, INC.

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CLAIMS POLICY

In order to process your claim in a timely manner please note the following guidelines for filing a claim with Sunbelt:

1. No claims will be honored on merchandise that is no longer at the original delivery point unless pre-approved by Sunbelt. This includes the customer's home.
2. Damaged piece(s) must be kept in the original carton for inspection and return to Sunbelt. Failure to retain the original carton or wrapping along with all other packaging materials could void the claim.
3. Replacement items will not be left with the claimant if the original item is not there and ready to be picked up by our driver.
4. When "must open and inspect" is listed in the body of your freight bill all freight must be open and inspected while driver is there, unless pre-approved by Sunbelt. This includes all marble, glass, stone and mirrors.
5. No claims will be honored on shipments to a delivery service unless opened and inspected, while our driver is there to verify the damages.
6. Do not place an order for a replacement piece/parts(s) or have repairs made on a claim without authorization from Sunbelt. Doing this provides just cause for a claim to be null and void.
7. Failure to report claims within 15 days will result in denial of your claim.
8. Concealed damaged claims reported within 15 days will be settled on a percentage of actual manufacturers invoice cost.
9. We reserve the right by I.C.C. Rules and Regulations to inspect for repairs or replacement, whichever the case may be.
10. Sunbelt Tariff limitations may apply to high value goods.