

****Please Read This Important Information Carefully****

Our shipments are carefully packaged, crated and/or loaded for delivery in perfect condition to help ensure the safest and most secure delivery possible. Since we cannot be responsible for shipments after they have left our studio, under **no circumstances** will Garay Artisans, Inc. accept responsibility for any damage, shortage or loss on incorrectly received shipments.

INSTRUCTIONS ON RECEIVING YOUR MIRRORS AND/OR GLASS

This Is A Purchased Work Of Art On A Fragile Substrate And Should Be Inspected And Handled With Care.

The Client is responsible for informing and forwarding these instructions to all of the appropriate parties who will be responsible for safely receiving and inspecting any shipments (the Receiver) from Garay Artisans. The Receiver is responsible for thoroughly inspecting the delivery for any damage, shortage or loss at the location where the Carrier left the delivery. The shipment can be moved in a limited manner to a safer location if needed. It would be best to minimize and limit how far and how often the shipment is moved prior to a proper inspection of the product inside. This is to help reduce any basis for denial the Carrier company may have should there be any damage to your product.

PLEASE INSPECT THE OUTSIDE AND INSIDE OF THE DELIVERY BEFORE SIGNING THE DELIVERY RECEIPT IF AT ALL POSSIBLE. If this is not possible, you may have up to 9 days, depending on the Carrier's company, to inspect the contents of your delivery assuming that the delivery has not been moved too far or too often from its original drop off location. The Receiver may consult with the Carrier as to his/her company's policy should they have any questions. Should there be any damage, shortage or loss of the product, please contact Garay Artisans, Inc. immediately and we will take the appropriate actions to resolving any problems. You should then note it on the Carriers delivery receipt if possible. Please take some reference photographs, especially if the damaged delivery will have to be moved as this will help when making any claims when the insurance adjuster arrives.

Please note that tipping indicators will be used on all crated deliveries. These indicators will be placed on the outside of the crate to show you if the crate has been tipped over during delivery and handling. If any tipping indicator shows the crate has been tipped over, please inspect the contents inside immediately.

Below you will find some tips to help you conduct a proper inspection of the mirrors and glass.

**** VERY IMPORTANT ****

Before opening any crate containing glass or mirror always lean the crates against a solid wall or other solid support to prevent the glass and/or mirrors from falling forward when opened. The crate will only need to be leaned a couple of inches off the ground. It is extremely important to then support the bottom of the raised crate with wooden blocks, 2x4's, or wedges prior to opening the crate from the correct labeled opening side. Failure to follow these instructions may result in glass/mirror falling forward and causing severe injury or death. Every crate is marked with labels indicating the correct side from which to open the crate. You may also conduct a limited visual inspection by removing the lid or the top of the crate prior to conducting a full inspection.

Always make sure that all glass and mirrors have no damage to them before attempting to handle and use safe practices for handling glass including proper protection for the hands, feet, head, and eyes. Should there be any damaged glass/mirror it should be safely discarded.

Should you find any damage during your inspection please note it on the Carriers delivery receipt or in your paperwork.



Please inspect the outside of each crate for any damage such as scrapes, scratches, nicks, holes, punctures, cracks, missing wood, pressure marks, etc... Please note down any damage found on the outside of the crate.



Inspect all tipping indicators to make sure that the crate has not been tipped over in a dangerous manner. Please note if there is any indication that tipping of the crate has occurred.



Should a total loss resulting from damaged product arise, you may choose to refuse the entire shipment from the Carrier. You may also choose to refuse the entire shipment should a safety hazard be present. Please note all specific reasons for refusal of delivery should this occur. If there is any undamaged product **not** presenting a safety hazard, you may refuse the damaged product but must **receive the undamaged** product.



Please unpack and inspect the contents of every crate in the shipment in a safe manner making sure to wear all appropriate body protection. Please make notes of any shortage of product should there be any. You may refer to the packing list on each crate to cross check its contents. Please make notes of any damage to the actual product including breakage, cracks, fractures, scratches, chipped edges or scuffs to the front and back of the product.