

## **Knotty Boards Flat Rate For Wholesale Orders In British Columbia**

We are offering free shipping on wholesale orders up to \$ 500 just put in the code: Free shipping. Orders \$ 500 or more we offer a flat rate fee of \$ 50 per order.

## **Knotty Boards Shipping Damage Policy**

### **Step 1:**

- It is your responsibility to inspect ALL freight for any damages prior to signing the delivery receipt.
- Remove and check ALL the boards in your shipment to verify the condition of the article before signing the delivery receipt.
- If Knotty Boards is not notified of damage within 5 days of delivery, it will be the consignee's responsibility to file a damage claim with the freight company.

*By signing the delivery receipt, you have accepted the article to be in perfect condition. If the receipt is signed without noting any damage, then a claim cannot be processed.*

- If you feel there may be possible damage to the shipment even though there is no visible damage to the shipping box, write "SUBJECT TO INSPECTION" when signing for freight.
- Even if no damage is suspected, we require you to open the carton(s) within 24 hours of delivery and make a thorough inspection.

### **Step 2:**

- If the shipment has visible damage please refuse it.
- Note any damage on the delivery receipt when refusing the freight (i.e. box corners crushed, tears, rips, slices, marks etc.), be specific.
- Please obtain or make a copy of the delivery receipt.
- You will then be contacted to discuss a re-shipping plan or credit as necessary.

### **OR**

- If the damage is fairly minor and you wish to keep the damaged shipment, note any damage on the delivery receipt when signing for the freight; be specific.
- Please obtain or make a copy of the delivery receipt.
- Digital photos must be taken of any damage to the product and/or the shipping box upon delivery.
- Retain all packaging in case an inspection of the damage is required by the carrier.
- You will then be contacted to discuss a re-shipping plan or credit as necessary.
- Repair reimbursement or discounts may be given once notified and approved by Knotty Boards
- Dollar and/or discount amount may vary and is on a case to case basis.

Failure to notify Knotty Boards of any damages within 5 days of delivery means you are accepting the product as complete and in good condition. No discount or reimbursement will be given.

Any claims submitted after 5 days will be denied and you as the customer/consignee will be required to file a claim on your own behalf.

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### **Returns Policy**

You may return most new, unopened items within 30 days of delivery for a full refund. We'll also pay the return shipping costs if the return is a result of our error (you received an incorrect or defective item, etc.).

You should expect to receive your refund within four weeks of giving your package to the return shipper, however, in many cases you will receive a refund more quickly. This time period includes the transit time for us to receive your return from the shipper (5 to 10 business days), the time it takes us to process your return once we receive it (3 to 5 business days), and the time it takes your bank to process our refund request (5 to 10 business days).

If you need to return an item, simply login to your account, view the order using the "Complete Orders" link under the My Account menu and click the Return Item(s) button. We'll notify you via e-mail of your refund once we've received and processed the returned item.