

# Designer Freight Program

## Shipping Information

To insure the Designer customer will enjoy the benefits of Century's freight program we will utilize "Prepaid" freight for this channel. The benefits to our customers are clear:

\* We have established freight percentages that include all fuel surcharges. Our customers will always know the freight charges in advance and can accurately include freight when quoting their customers. Freight charges will be prepaid by the customer.

\* Century's private fleet will be utilized when possible but, if specialized furniture carriers are necessary, we will choose a carrier who can provide fast, damage free delivery. Century will monitor the carrier's performance to insure service standards are being met.

## Damage Claims

\* If there are ever any freight damage issues, Century's Traffic Department will file all claims with the carriers. Our freight service allows us to use our expertise on your behalf. While we can't guarantee you or your receiver will never have to pay a freight claim, we can assure you our company will use its expertise to push for a speedy and fair resolution. We will complete all the paperwork and deal with the carrier. To help speed the claims process, we ask that you (or your receiver) follow a few industry damage procedures.

1. If you receive any product from us (or our partner carriers) that is obviously damaged, either refuse it or make a detailed damage description on the delivery receipt **before the driver leaves**.

2. If the carton is damaged, open it and inspect the furniture **before the driver leaves**. This simple step eliminates many "concealed damage" claims. Again, make notes on the delivery receipt **before the driver leaves**.

3. If you (or your receiver) notice damage after the driver leaves, be sure and let us know immediately (call Lori Gantt at 828-431-3307). The receiver must keep the carton the product shipped in and if possible take pictures. Century Services allows thirty days for notification of concealed damage. Nearly all other carriers only allow two weeks. Time is very important for notification. Years of experience show that nearly all receivers move product in their warehouse and no carriers want to pay for damages that occur while in someone else's possession.

4. If you ever have freight questions, please call Debbie Powell at 828-431-3304.

## **Delivery Information**

Delivery will be made to the customer or their agent (delivery service). We do require that the "ship to" address has a dock. It is dangerous to unload our furniture directly to the ground. Non-dock deliveries increase the chances for damages.

We do not make residential deliveries. The customer will be responsible for any home delivery charges.

## **Rates**

Please contact Lori Gantt or Debbie Powell for a rate quote to your area. All rates include fuel surcharge.

*Reviewed & Updated 11/12/2018*