

# SHIPPING & DELIVERY POLICY

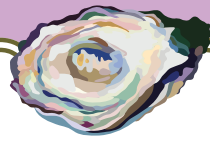
By purchasing an Oyster Creek Collection piece, you are agreeing to the following Oyster Creek Collections delivery policy:

Oyster Creek Collection's dedicated delivery team personally delivers Oyster Creek Collection pieces to the shipping address provided at checkout. If a residential address is provided, OCC will place the piece in the requested location, assemble it (if required), remove all trash, and ensure the piece is in perfect condition.

OCC's delivery team will not be responsible for moving or disposing of any existing furniture pieces. Please clear all walkways and ensure rooms are accessible where you intend for the furniture to be placed. Additionally, it is the customer's responsibility to confirm their purchased piece will fit within the dimensions of stairwells, doorways, and/or hallways.

Oyster Creek Collection requires a signature upon delivery, verifying that the piece has been received in perfect condition. If there are any damages upon delivery, please do not sign or accept delivery. Contact Oyster Creek Collection with your order information, and our team will address the damages.

NOTE: By purchasing an OCC piece, the customer is acknowledging that OCC is not responsible for any damages on site once a piece is installed in the customer's home, once delivered to a receiver warehouse, or picked up by a third-party delivery company from our manufacturer. Signature upon delivery relinquishes OCC of any further responsibility should damage occur. In the event a customer experiences damage to an OCC piece after delivery, Oyster Creek Collection's manufacturer is happy to provide a custom quote for repair at the customer's request and expense (applicable pick-up and delivery fees may apply).



# SHIPPING & DELIVERY POLICY

If an OCC piece is being delivered to a receiver/warehouse, OCC is NOT responsible for any adjustments and/or damages after delivery that need to be made from the warehouse to the destination. It is always recommended that OCC deliver directly to the final destination as our delivery team can make necessary adjustments on site. If any OCC piece needs to be adjusted/and or repaired after leaving a receiver/warehouse, this responsibility falls on the customer. Our delivery team will take documentation photos upon arrival to the receiver/warehouse noting the pieces integrity in its original condition.

Best practices:

- OCC pieces are meant to be delivered directly to their final destination.
- OCC pieces are NOT meant to sit in a warehouse for an extended period of time.
- Avoid wrapping furniture piece(s) for any duration of time
- Avoid storing in a non-temperature-controlled garage or storage unit.