

OLD PORT SPECIALTY TILE CO

A DIVISION OF CAPOZZA TILE CO., INC

62 INDIA STREET, SUITE B · PORTLAND, ME 04101

PHONE 207.775.2238 · 888.403.0816

OLDPORTTILE.COM

Direct Shipping Policies

The materials you purchased with Old Port Specialty Tile Co., are being shipped direct to you from our vendor either via freight trucking or UPS/Fed Ex Ground. Please read the corresponding instructions for receiving your shipments. If there are any damages, Old Port Specialty Tile can only assist in replacements at no charge if these steps are followed in full.

For Freight Trucking:

- When you receive the package (s) please fully inspect the pallet and shipping box (es) noting any/all creases, tears, dents, stains, compressions or any other imperfections, regardless of how small they are, on the paperwork you will be asked to sign before the driver leaves (called a Bill of Lading). It is IMPERATIVE that you do not sign without noting any of the above mentioned imperfections to the pallet and the box. It is IMPORTANT for the pallet to be unpacked even if the box looks okay so that the merchandise may be visibly inspected for damage. **If the driver will not allow you to open the box prior to signing the paperwork, you must notate on the Bill of Lading any imperfections that you see and mark the sheet “pending inspection” before signing for it.**
- In addition, Old Port Specialty Tile Co. must be contacted within 48 business hours if the merchandise is damaged. If these instructions are not followed it is very likely that the carrier will not approve the damage claim & thus we cannot process a replacement order or a refund, without you as the client incurring charges.
- When at all possible we also request pictures of damages to be emailed to your project manager at Old Port Specialty Tile Co in order to help in the claims process with the trucking company.
- Lastly please retain the original packaging for at least 30 days for return purposes.

For UPS and FedEx Deliveries:

- In many cases with small package shipments, you will not be required to sign or be present at time of delivery. In this case, you will still need to inspect your delivery within 48 hours and report any damages to your project manager. When possible we also request you email pictures of the damages to your project manager to assist in the claims process. Lastly please retain the original packaging for at least 30 days for return purposes.

“BUILDING RELATIONSHIPS ONE TILE AT A TIME.”