

LE CACHE PREMIUM WINE CABINETS SHIPPING POLICY

DELIVERY

We generally ship our wine cabinets within two business days from the time your order is placed. We use a specialized carrier that provides white glove delivery service to ship our wine cabinets. White glove delivery service is available in most areas within the Continental U.S.

Wine cabinets are transported from the factory to a local delivery agent via a line-haul carrier. Upon arrival of the wine cabinet, the local delivery agent will call you - at least 24 hours in advance - to schedule a delivery appointment within a 4-hour window between the hours of 8 a.m. to 5 p.m. Monday through Friday. If you require a more specific time or Saturday delivery (not available everywhere), additional charges may apply. There are no deliveries on Sunday or holidays.

IMPORTANT: *Standard delivery fees include 2 men (3 men for the Model 3800 and 5200), lift gate-equipped truck, inside delivery to 1st floor or any floor accessible to an elevator (within 100 feet of truck), unpacking, debris removal, and leveling cabinet with a total site time not to exceed half an hour. Additional delivery fees may be required if you are located outside a regular delivery service area, if additional men are required to safely perform delivery services to your location, or if extra site time is required to provide these services. Extraordinary delivery conditions – such as stairs, distance to truck greater than 100 feet, or difficult access – may also require additional delivery fees.*



Each wine cabinet is carefully packaged to protect against freight damage. The wine cabinet is shrink-wrapped with corner guards, boxed and strapped to a pallet.

The specialized carrier has been instructed to perform the following tasks upon delivery of your wine cabinet (these tasks should be performed in your presence):

- Unpack the wine cabinet;
- Place the wine cabinet in your home in the desired location;
- Level the wine cabinet and adjust the doors; and
- Dispose of the packaging materials if you desire

Please note that the carrier is NOT required to install the door handles on your cabinet. The handles are shipped in an envelope inside the wine cabinet or screwed to the backside of the doors, and are easily installed with a screwdriver into predrilled holes on each door.

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INSPECTION

Thorough and complete inspection and documentation are critical parts of the delivery process. In the event of damage to the wine cabinet, it is **CRITICAL** that you follow the instructions on this page closely.

1. The carrier should not remove the packaging from the wine cabinet until **AFTER** you've inspected the packaging.
 - If the packaging has been removed before you arrive, IT MUST BE NOTED when you sign the bill of lading provided by the carrier.
2. Inspect the shockwatch indicator before the packaging is removed. Located on the front, left edge of the box, the SHOCKWATCH INDICATOR has a unique serial number that must be matched to the bill of lading provided by the carrier.
 - If there is no shockwatch indicator, if the serial number does not match, or if the shockwatch indicator is red, IT MUST BE NOTED when you sign the bill of lading provided by the carrier.
3. Inspect the packaging of the wine cabinet, looking for tears, holes, marks or other damage which may indicate possible damage to the wine cabinet within.
 - If you find damage to the packaging, DESCRIBE THIS DAMAGE on the bill of lading provided by the carrier.
4. Once the packaging has been removed, inspect the wine cabinet for damage. **IF YOU FIND DAMAGE TO THE WINE CABINET, FOLLOW THESE INSTRUCTIONS CLOSELY:**
 - Describe the damage on the bill of lading. **Be as detailed and descriptive as possible.**
 - **DO NOT SIGN THE PAPERWORK IF THE DELIVERY MEN WRITE THAT THERE WAS HIDDEN OR CONCEALED DAMAGE.**
 - Call LE CACHE for further instructions **BEFORE** the delivery men leave.
5. Obtain and save a copy of all freight documents, making sure that everything is legible.



**FAILURE TO FOLLOW THE INSTRUCTIONS ON THIS PAGE MAY RESULT IN
A DENIED INSURANCE CLAIM AND/OR BILLING(S) FOR REPAIRS OR
RETURNED MERCHANDISE.**