

Audio Visual Furniture International Inc. (Formerly VFI) Freight Policy

Receiving Freight

All shipments should be opened, counted and inspected for damage prior to signing the delivery receipt. If the box appears damaged or an item is missing, note it on the delivery receipt, if the unit has visible damage the shipment should be refused. If the damage is fairly minor and you wish to keep the unit note any damage on the delivery receipt, failure to note damages or shortages at the time of delivery means you are accepting the product as complete and in good condition and releases Audio Visual Furniture International Inc. from all liability.

Noted Damages

Damages that are noted on the delivery receipt or shipments that are refused due to visible damage must be reported to Audio Visual Furniture International Inc. immediately. We will either repair the unit if possible when it is returned to us, or send you a replacement and file a damage claim with the carrier. If the damaged unit is kept please retain all packaging for possible inspection by the freight carrier. Digital photos of the products in question will aid the investigation.

Concealed Damage

Damage that is discovered after the carrier has left is concealed damage; all concealed damage must be reported within 5 business days. Please retain all packaging in case an inspection of the damage is required by the carrier. Digital photos of the products in question will aid the investigation.

Returns

Items may be returned to Audio Visual Furniture International Inc. in new/unused condition and original packaging within 30 days (a 20% restocking fee will apply). A RMA number must be requested and all freight must be prepaid by the customer. Once received back at our facility and inspected a credit note will be issued providing no damage has taken place.

Custom made products (including custom cut-outs) are not returnable.

Caster Assembly

Starting in spring 2015, most Audio Visual Furniture International Inc. products will no longer have the casters pre-assembled. This is due to a number of shipping damage claims and independent lab testing of our packaging methods. Shipping the casters un-assembled is expected to reduce the amount of hidden shipping damage that some of our customers have been experiencing. Customers will now find a kit of casters, mounting bolts, a wrench tool, and assembly instructions packed within their shipment crate. Please check for this kit before disposing of the packing materials.