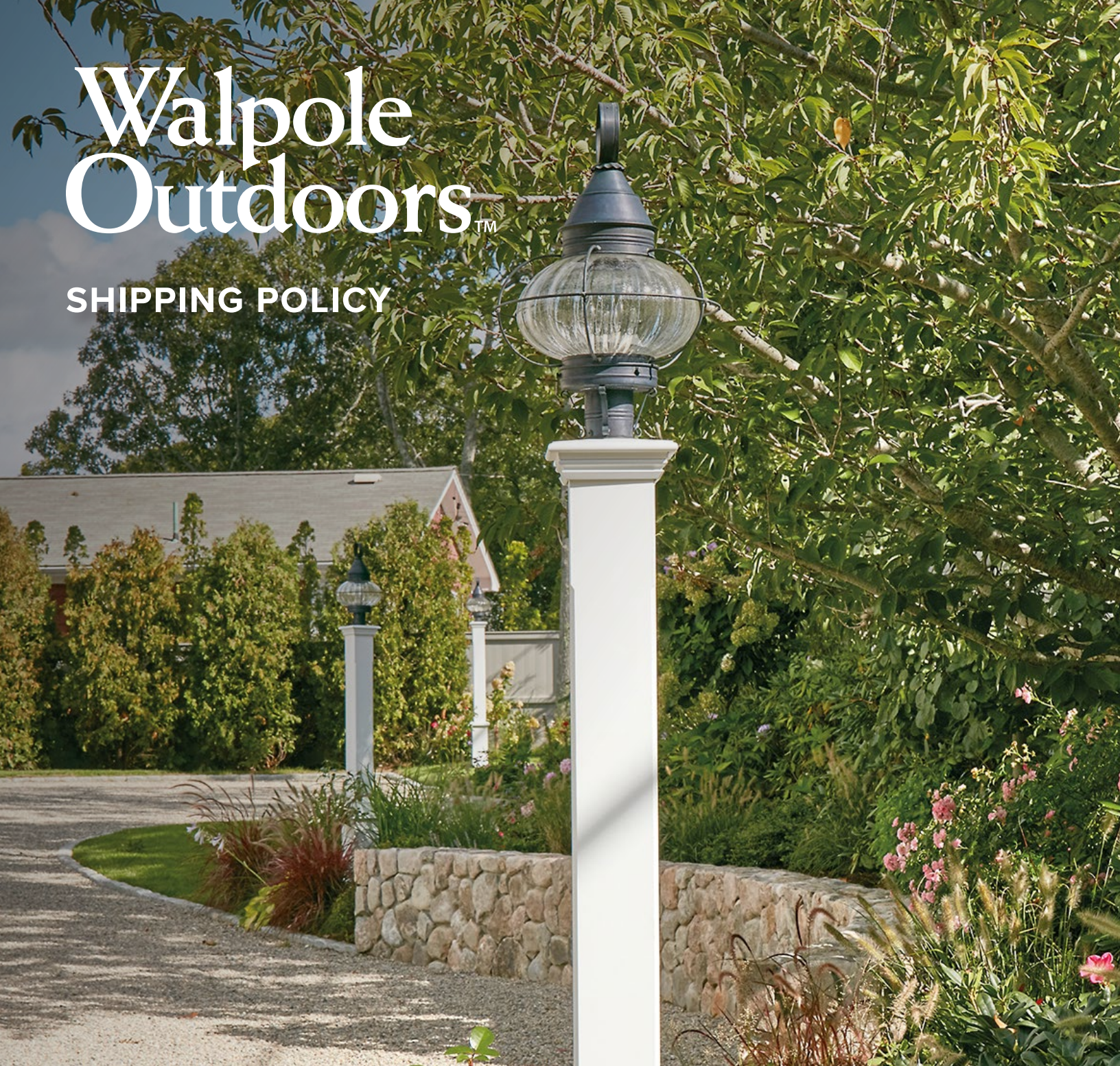


Walpole Outdoors™

SHIPPING POLICY



SHIPPING POLICY

Since 1933, Walpole Outdoors has earned a national reputation for style, quality, and structural integrity through a commitment to our customer's needs. Whether you invest in a Walpole fence, structure, or other outdoor product, you can feel secure in the knowledge that it has been designed and handcrafted to the very highest standards. From manufacturing to fabricating, painting, and installation, Walpole Outdoors is the standard by which others are measured.

Walpole Outdoors™

Shipping Policy

CUSTOM AND MADE-TO-ORDER PRODUCTS

You will be required to sign a Bill of Lading (BOL) upon receipt and inspection of your order.

STEP 1: Inspect the packaging for damage before unloading.

Make note of any damage to the package before you sign. Describe any damage (dents, rips, exposed contents, etc.) on the delivery receipt. Be sure to note which box is damaged and take pictures. This is very important as the item(s) inside may be damaged. You have the right to refuse delivery.

STEP 2: Once unloaded, inspect your items immediately.

Carefully inspect your product for any damage or missing items. If you discover damaged or missing items during inspection, document the issue and take at least 3 photos. All damaged or missing parts must be identified and reported to your Walpole Outdoors sales representative or customer service team member at **508-590-9689** within 48 hours of delivery.

If there is no physical damage but the item has a defect that hinders its usability for the purpose of which it was designed, please contact us immediately.

Day of Delivery

Please note: failure to provide relevant property access information may incur additional fees if redelivery or rescheduling is required.

An authorized adult, 18 years or older, must be present during your scheduled delivery window to accept and inspect your items and sign the delivery receipt.

The freight truck driver is only responsible for getting your shipment to the delivery address. You (or your contractor) will be responsible for unloading your material from the truck.

STOCK ITEMS

STEP 1: Upon receipt, inspect your items immediately.

Carefully inspect your product for any damage or missing items. If you discover damaged or missing items during inspection, document the issue and take at least three photos. All damaged or missing parts must be identified and reported to Walpole Outdoors at **508-590-9689** within 48 hours of delivery.

If there is no physical damage but the item has a defect that hinders its usability for the purpose of which it was designed, please contact us immediately.