

Written acknowledgement that your company has received, read and understands these policies is required prior to any shipments being received at our warehouse.

Receiving

Our warehousing operations are set up specifically to receive, process and store many types of furniture, fixtures, art and accessories used by Designers in their projects. We offer receiving, exterior inspection of packaging to identify possible transit damage to contents and storage. White glove receiving is also available.

We do not accept nor assume any liability for:

- Damage done while in transit to us
- Manufacturing damages or flaws
- Any concealed damage
- Damage that may occur as a result of an item acclimating to the local climate
- Any damage not directly attributable to our negligence in handling after receipt

It is our policy to physically sign for all deliveries. If a freight carrier is unwilling to wait for us to assess the item(s) delivered, we will still accept the delivery, however we will not accept any liability for any damage found in any subsequent inspection. Unless specifically instructed by our client, we will receive all items, including damaged ones. We will notate on the Bill of Lading the damages found and will take pictures of the damaged piece and shipping container. These pictures, along with a copy of the Bill of Lading will be sent to the client as soon as possible after the discovery of damage has been made. CIS will also provide assistance and information for filing damage claim forms, however as CIS does not have any ownership in the item(s) the claim must be filed by the client. CIS **WILL NOT** accept any Freight Carrier proof of delivery that does not carry a physical signature by a valid CIS representative. Please contact us for a current list of proof of deliveries that we will and won't accept.

For any damage that CIS is found liable, CIS reserves the right to repair the damage to a reasonable condition.

CIS shall receive all items based on Client provided Purchase Orders or their equivalent. CIS is not responsible for any item ordered by Client not listed on a PO or listed on a PO without specific quantity or description. Items without a PO or that differ in quantity or description shall be delayed and not deemed received until the questions are resolved. CIS is not responsible for any damages that may occur to items that arrive without a PO or for items that arrive for projects that have not been agreed to by both Client and CIS.

For packages that arrive with multiple items in the same box, we will receive based on what is listed on the packing list. If a packing list is not included or not readily visible, additional receiving charges will apply – billed in minimum increments of 15 minutes.

Crated Items – it is CIS' policy NOT to open crated items unless specifically instructed to do so by the Client. As opening may damage the integrity of the packing making the item more susceptible to damage during storage and transport.

Oversized / Overweight items, defined as items requiring more than one person to safely move and/or items that have special handling or storage requirements, will incur additional receiving & storage fees. Also, while our receiving dock operates on a first-come, first-served basis, notification regarding deliveries of oversize/overweight items is appreciated so we can make sure there is appropriate staffing to handle the items safely.

CIS will not refuse any items or shipments unless the Client specifically requests us to do so in writing in advance.

CIS **WILL NOT PAY** nor be responsible for any freight charges for items delivered to our warehouse. ALL items shipped to our warehouse must be sent either Pre-paid or Third Party Billing. It is also of the utmost importance that all shipments be labeled correctly. The label needs to include:

- Client name & Project name/#
- c/o Creative Installation Solutions

Failure of any of the above information to be included on a label will delay the check-in of the item.

A Receiving Record shall be generated and sent to the Client within 2 business days of an item being checked in.

There are certain items that CIS will not assume any liability for, however we will receive at your risk:

- Appliances
- Pianos
- Certain Building Materials (please check with us before shipping)
- Glass/Marble/Stone table tops (over 4' linear)
- Concrete furnishings in any form
- Any item that arrives in packaging that we deem unsafe for storage or transport

And certain items we cannot receive:

- Any flammable liquid
- Chemicals/Oil
- Bulk Carpeting
- Any item with a "Hazardous Material" handling label

If you have any questions regarding and item you will be shipping to us, please contact us in advance so we can work out the best solution to accommodate your needs.

Clients are welcome to bring items by for us to Receive and Store. CIS shall receive these items based on Purchase Orders or their equivalent provided to us in advance by the client. Any item that is dropped off unwrapped or in a condition that CIS determines is unsafe for storage and transport shall be wrapped or packaged by CIS and client shall be charged a fee for time and materials for this service.

Damaged Items

As always, we don't charge our clients for storage of unwanted damaged items.

When items come in that are damaged, notification and pictures will be sent asking what you would like us to do with the item. We **do not** place damaged items with a project unless specifically requested to do so. We will follow whichever of the following options you prefer:

- **Repaired:** If the item is repairable we can get you a repair cost estimate and either repair it in-house if directed, or we have several outside repair specialists that we can engage to make the repairs. Or if you have a preferred repair vendor, we can arrange to get the item to their shop, or allow them access to repair it at our warehouse.
- **Reassigned:** If you would like the item re-assigned to another project or stock, we will make the transfer.
- **Returned:** If the item is to be returned or picked up by the vendor, we will keep the item for 90 days from its arrival at no charge. Beyond that time we will consider the item abandoned and dispose of it as we best see fit. Additionally for items to be returned, we will need paperwork/RMA numbers and shipping labels or information sent to us so we release the item to the correct shipper.
- **Donated/Consigned:** If directed we can donate the item to a charity of your choice. There will be a fee charged for our time for this option
- **Disposed:** If directed we can dispose of the item either before or after a replacement is received, based on your preference.

If after we have sent notification no response/direction is received within 2 business days, we will consider the item as "To Be Returned" and hold it per the policy as outlined above.

White Glove Service

While our normal level of service exceeds many white glove standards, we realize that some projects need the extra attention. So we offer full white glove service which includes:

- Fully unboxing/unwrapping each item upon arrival

- Complete inspection, to hopefully identify any concealed damage
- Pictures taken of each item and sent to client with Receiving Record
- Re-wrapping / re-boxing for storage

Insurance

CIS is a fully insured business and Certificates showing our limits can be provided upon request.

How do I word that we have coverage however all PO's must list an accurate valuation per item. Any item that doesn't list a valuation shall be assigned a maximum \$100 value. For high value items, including any individual item over \$1,000, additional insurance may be requested/required at additional cost. If the additional insurance is refused the item shall be assigned a maximum \$100 value. Under no circumstances will CIS' liability for any item be any greater than the original individual item value stated on a PO (need to make sure we are covered and not responsible for any expediting / shipping / freight charges)

Accurate item valuation should be submitted with any project RFP for quote, so we can provide the most accurate quote possible.

Receiving hours at our facility are Monday through Friday 9:00 am until 3:00 pm. No shipments will be accepted after 3:00 pm. We are closed on weekends and holidays. While delivery appointments are not required, we handle receiving on a "first come, first served" basis, for larger shipments we appreciate an advance call. Any client pick-ups need to be arranged in advance and are subject to handling and release charges. We have multiple standard height loading docks as well as a loading ramp.

Storage

CIS will gladly store all items covered above. Our warehouse is equipped with industrial racking for furniture and we have experienced material handlers to make sure your items are treated with the utmost care.

Delivery & Installation

Our team of highly-trained professional installers allow us to offer prompt and meticulous delivery and installation for your projects. Our goal is to constantly exceed our clients' expectations. All personnel will be clean, courteous and conscientious and in uniform. Our team works hand in hand with the designer to make sure the vision in their

head comes to fruition. We work all along the front range of Colorado as well as in many other states. Our Installation services include:

- Assembling & placing all furniture
- Installing area rugs
- Unboxing accessories
- Hanging of art & mirrors (art hung at client's liability in any stone, tile or glass
- Window treatment installation
- Breaking down and removal of all trash
- Donation/Consignment

We can also pick up items from other locations to either take to install or bring back for storage. Additionally we can palletize and arrange for out-bound shipping for any items needing to be returned or sent to an out-of-town project

Consignment

Stay tuned for an announcement concerning consignment services.

Quotes

We can provide customized quotes for any sized project and pride ourselves on being able to provide individualized service based on your specific project. Including:

- Receiving
- Storage
- Installation
- Art Hanging
- Window Treatments
- Pick-ups
- Donations
- Trash removal & disposal

We will also arrange and oversee other specialty services as needed for your project including pool table installation and wall covering installation.

Current Rates:

Current rates for some of our services:

- Receiving: \$15 per piece/package
- Storage: \$.04 per square foot per day
- Release: \$15 per piece/package
- Warehouse Search/Handling/Palletizing: \$60 / hr
- Assembly: \$50 / hr
- Furniture Repair: \$75 / hr (or quoted per item)

Pricing subject to change without notice

Covid-19 (Coronavirus) Update

During this time of Covid-19 the safety of our clients, team and families is of the utmost importance. We have implemented steps to follow CDC and other official guidelines, and continue to monitor what is happening to adapt, and change as needed to provide the best protection.

We are working to minimize impact to projects, schedules and receiving. Our goal is to operate as close to normal as possible. If an interruption or delay looks like it might occur, we will be in touch immediately to formulate a plan to minimize any impact. We truly appreciate your patience as we all work through this new paradigm together.

While normal is the goal, what normal looks like has changed, and so our policies are being regularly reviewed and modified to keep up with the best practices. Current modifications include:

- **Packages from China, or other Covid-19 hotspots:** Any item received that was shipped directly from China (or other Covid-19 hotspot) and has not been at a transfer terminal in the U.S. for a minimum of 3 days shall be placed in quarantine for 1 week before it is opened, inspected, checked in and received. This will impact check -in date, when Receiving Records are created for these items, and may impact recourse if damage is discovered.
- **Office Operations:** To help with physical distancing, certain employees are working remotely, which may impact our ability to have Receiving Records sent out within two business days of items being checked in.
- **Office Hours:** To help with physical distancing and to have as few people in the building as possible, office hours are being temporarily changed to 9a to 3pm Monday through Friday.
- **Warehouse Operations:** To keep as much physical distancing as possible, we are running a reduced warehouse crew, which may impact how quickly items are checked in and Receiving Records are created.

- **Warehouse Operations:** In the interest of safety, currently no visitors are allowed in the warehouse, unless arranged in advance and by express permission of the owner or GM. And then all visitors must adhere to physical distancing and wear masks. If you feel at all sick or un-well, please re-schedule and keep everyone safe.
- **Install Operations:** Until further notice we are suspending all installs in personal homes. Installs in models homes, multifamily common areas and corporate offices will continue on a modified basis.
- **Install Operations:** Projects will be handled by the minimum number of installers necessary. This may impact the overall install schedule and might impact the quote price. Schedule and quote will be addressed in advance of beginning any install.
- **Install Operations (updated):** In areas that have lifted the “Stay at Home / Shelter in Place” orders, installs in personal homes may begin again, however only 2 installers shall be on-site and strict physical distancing requirements shall be enforced.