



TO: _____ AT: _____

KDR Designer Showrooms Furniture Receiver Requirements

Our customer has requested furniture purchased through KDR Designer Showrooms Inc. be shipped to your facility for receiving, prepping and delivery. The customer will pay you directly for these services. The products will be tagged KDR Designer Showrooms Inc. with the purchase order number shown on the order confirmation being sent to you. Please contact us at 314-328-8312 if you have any questions or for pre-authorization to deliver once product has been received

*****DO NOT DELIVER WITHOUT AUTHORIZATION FROM KDR*****

Responsibilities of the Receiver

All Furniture

General preparation requirements:

- **Inspection of the package** – At the time of receipt, the packaging should be thoroughly inspected for damage. If damage to the packaging is found, the product must be opened immediately and inspected. Damage must be noted on the driver's and receiver's copy of the freight bill or bill of lading. Product can be signed for on the bill of lading "subject to inspection," however, all packages must be opened and inspected within 5 days, any glass, marble, stone or mirrors. must be inspected immediately by the receiver before the driver leaves, if the receiver chooses not to do this and damage is discovered later, it is the receiver's responsibility and liability for cost of repairs or replacement. Any damage should be determined if it can be repaired at your facility. Use digital photos to document all damage to packaging and product.
- **Verification of labeling** – At the time of receipt, and immediately prior to unpacking, the package labeling must be compared with the order to verify that the contents are correct in terms of style number, finish and any special requirements.
- Care must be taken to avoid damaging the merchandise when unpacking it and any instructions on the carton pertaining to unpacking should be followed. One must be aware of the location of the contents in the carton, particularly when using a box knife to open it.

Wood Furniture– Handling and vibration in transit can cause rub-throughs on edges, dents, chips and scratches. Consequently, deluxing is required in most instances. This consists of the removal of all dust inside and out with a tack cloth, touching up rub-throughs, scratch removal, and burn-ins on nicks and dents.

Upholstered Furniture – Check all legs and exposed wood components for scratches and minor damage; touch-up and burn-in as needed. Check all outer edges for crushing caused by wrapping and transport; regulate and adjust all over to smooth upholstered edges and welt lines. Steaming may be required to eliminate any wrinkling of fabric caused by wrapping. Remove any loose lint and trim loose threads, if found.

continued...

St, Louis
11660 Page Service Drive
St. Louis, MO 63146
Tel: 314.993.5020
Fax: 314.993.6551

Kansas City
8510 Marshall Drive
Lenexa, KS 66214
Tel: 913.859.0400
Fax: 913.859.0483



Damage and Repairs

- Documentation including photos of any damage and a detailed description should be emailed to **amandam@kdrshowrooms.com** no later than the following working day.
- Keep all packaging that was used by the manufacturer for packaging the product

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- For items that can be repaired by your firm or a 3rd party service provider, please include an estimate for performing the repairs. KDR will handle the freight claim if necessary at that time. Any repairs made without authorization from KDR will not be reimbursed.
- Under no circumstances should a damaged piece of furniture be delivered.
- Do not deliver any item(s) until KDR has released the product for delivery.
- KDR, our manufacturers and truck lines will only honor damage claims prior to the delivery of the furniture to the end user. Any damage discovered to the product at delivery will be the responsibility of the receiver.

KDR customer / name	Phone number	Email address
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Client name	Phone number	Street City State Zip
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For any questions please call
Amanda Myers at 314.328.8312
or Russell Lundy at 314.312.0171



KDR Designer Showrooms Policy for Furniture Shipping to a Receiver

All orders shipping to a receiver outside of a KDR metro territory (St. Louis, Kansas City) will have freight added at 8% of product cost and require a 50% deposit at time of order. Remaining balance is due prior to delivery to the client. Receiver will be instructed not to release product until KDR approves. Proforma or COD accounts may be required to make payments in full at time of order.

All orders shipping to a receiver within a KDR metro territory (St. Louis, Kansas City) are subject to normal payment terms established for your account.

KDR Customer Responsibilities

You must select a credible and experienced receiver of furniture at your shipping location. KDR sales associates can help you locate a reputable receiver in or near the city where your client is located, however the contract is between you and the receiver.

KDR will provide the receiver with a copy of our Furniture Receiving Requirements to ensure the receiver handles the furniture according to industry standards for luxury home furnishings.

You are responsible for establishing payment arrangements with the receiver for their services and providing all pertinent contact and delivery information.

You must be aware of all additional charges that may be incurred by using a receiver including; assembly, repackaging and additional services that may be required to get the furniture into the delivery location. As indicated below **KDR nor the manufacturer will accept responsibility for any charges incurred for any services related to the pick up, packaging, shipping or redelivery of replacement furniture after it has been delivered. It is the receiver’s responsibility to insure that there is no damage to the furniture prior to delivery. Once it leaves the receiver’s place of business any damage incurred in route to the delivery, during the delivery or after it has been left at the delivery location is the responsibility of the receiver and must be enforced by you.**

By accepting this policy you agree to these terms and accept responsibility for ALL COSTS incurred.

Your name: _____ Company name: _____ Date: _____

Signature: _____ PO or Sidemark: _____

Receiver name: _____ Receiver contact: _____

Address: _____ City | State | Zip: _____

Email: _____ Phone: _____ Fax: _____

Client name: _____ Client phone: _____ Client email: _____

Address: _____ City | State | Zip: _____

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