COMPANY Leil Saunas LLC
ADDRESS 141 Lanza Ave, Building 16F
Garfield, NJ 07026
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FREIGHT DISCLAIMER AND RECEIVING INSTRUCTIONS

Applies to all Leil shipments unless Leil agrees otherwise in writing.

Important before accepting delivery

- Inspect the shipment before signing the bill of lading, delivery receipt, or packing slip.
- Write down all visible damage, packaging damage, shortages, or missing pieces on the delivery paperwork before signing.
- Take clear photos of the shipment, pallet, labels, packaging, and any damage at the time of delivery.

Damage, shortage and concealed damage	Delivery access and extra charges
• Any visible damage or shortage must be noted on the carrier paperwork before the shipment is accepted. • If hardware, accessories, manuals, or treatment products are packed inside the crate or main bundle for protection, inspect carefully before reporting them missing. • Any concealed damage or missing material discovered after delivery must be reported to Leil at info@leilsaunas.com within 48 hours of delivery. Claims submitted later may be denied, and replacement materials, freight, or related costs may become the customer's responsibility. • The report should include the order number, delivery date, a description of the issue, photographs, and a copy of the signed delivery receipt if available. • Keep all damaged items and original packaging for up to 30 days, or longer if requested, so the carrier or Leil can inspect them. Do not discard, repair, or use damaged items without written approval.	• Customer must verify the delivery address, site contact, phone number, and any delivery instructions when the order confirmation, invoice, or packing list is received. • Standard service is curbside delivery unless Leil confirms another arrangement in writing. • Customer is responsible for providing adequate labor and, where needed, unloading equipment such as a forklift or pallet jack. The driver is not required to hand-unload or move material beyond the curbside delivery point. • Any extra charges caused by inaccurate or incomplete delivery information, failed appointments, refusal of delivery, rerouting, redelivery, storage, limited access, liftgate service, special truck requirements, remote area service, or inability to contact the customer may be billed to the customer. • If the site has access restrictions, timing windows, narrow roads, steep driveways, HOA rules, or other delivery limitations, customer must disclose them before shipment is scheduled. • Estimated delivery dates are not guaranteed. Leil is not responsible for carrier delays, weather delays, traffic, access issues, or other events beyond its reasonable control.

Freight claims remain subject to carrier review and acceptance. Leil's assistance with claim processing does not expand Leil's obligations beyond its written sales terms and applicable law.

Acknowledgement

I acknowledge that I have read and understand this Freight Disclaimer and Receiving Instructions.

SIGNATURE _____ **PRINT NAME** _____

COMPANY _____ **DATE** _____