

SHIPPING INFORMATION:

Freight Shipping

Front Door Freight is a shipping method typically used for international shipments or fragile items. Prior to transit, a custom crate is built around the item in order to protect it and allow for safe passage. The crating process makes up a significant portion of the quoted shipping time, during which time a tracking link will not be available. Once crating is complete, the crate will be transferred to a transit company and shipped in one of two ways:

- **Air Freight:** The crate will be placed on a FedEx or UPS-SCS shipping carrier plane -- at that time you will receive a tracking number and link. Delivery will not be scheduled and the item will be placed by your front door.
- **Sea Freight:** The crate will be placed in a shipping container and travel overseas via boat. Once it reaches the destination country, the crate will be transferred to a standard shipping carrier (e.g. FedEx or UPS-SCS) and you will receive a tracking number and link. Delivery will not be scheduled and the item will be placed by your front door.

Calculating Shipping Quotes

- Shipping quotes are determined by dimensional weight, which is based on the item size, not the actual item weight, and shipping distance. Fluminalis passes the direct cost for shipping to the customer. There is no mark up on these costs.

Pre-quoted shipping is based on dimensional weight and covers broader geographic areas. This includes shipping to the entire continental US and the rest of the world. This cost is often subsidized, as the actual cost can be higher than the pre-quoted prices.

PO Box Shipments

- If your shipping address is a PO Box, Fluminalis is unable to facilitate your shipment.

If you are asked to sign for the delivery:

- Inspect the item before signing.
- If you find noticeable issues
 - o Note them in the shipping provider's official paperwork.
 - o Keep all packaging and shipping documents.
 - o Contact us as soon as possible (no later than 7 days post delivery); we'll ask for pictures that will help us assess the condition of the piece.



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If the piece was left by the shipping provider:

- Inspect the item as soon as possible.
- If you find noticeable issues
 - o Keep all packaging and shipping documents.
 - o Contact us as soon as possible (no later than 7 days post delivery); we'll ask for pictures that will help us assess the condition of the piece.

Estimated Shipping Times

Standard Parcel airfreight 3–7 Days

Express Parcel airfreight 2–5 Days

Please note that handling (which includes preparing an item for shipment, packaging, and disassembly) may take anywhere from 5 to 10 days. This is not included in the shipping time estimates noted above, but is accounted for in the estimate provided to you on an item details page and at checkout.

PARCEL SHIPPING METHOD

Parcel shipping refers to shipping lighter, smaller boxed items where the seller is able to pack and ship the item via standard mail carriers. Once Fluminalis has packed and shipped the item, live tracking will be available.

Please Note:

- It is delivered by a parcel delivery service such as FedEx
- A signature is required at delivery

Shipping Time Estimates

Standard Parcel

- Domestic: 3–7 Days Maximum.
- International: 2–3 Weeks Maximum.

Express Parcel

- Domestic: 2–5 Days Maximum.
- International: 1–3 Weeks Maximum.



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Please note that handling, which includes preparing an item for shipment, packaging, and disassembly, may take up to 5–10 days. This is not included in the shipping time estimates above, but is accounted for in estimates on any item details page and at checkout.

Important Notes Shipments

- Does not include unpacking, inspection, assembly or installation
- A crate may be used to provide maximum protection
- Signature is required upon delivery
- Please make sure the item will fit through any doorways, hallways, stairwells or elevators.

