

We believe in responsibility – ours and yours. We are responsible for shipping a table that is in perfect condition to you, *and we do. Your responsibility is to properly inspect your table and carefully follow these instructions when your table arrives or to share it with ANYONE who might be receiving the table other than yourself.* We provide the shipping and tracking information to you so you can check the expected delivery date and you, *and anyone who needs to know,* can be ready to inspect upon receipt.

**\*\* Freight damage occurs in *less than 0.0138%* of our total annual shipping. \*\***

**Please read and follow these steps carefully. All of our tables are shipped with 100% insurance coverage ONLY if you follow the guidelines below.** When you sign the delivery receipt (Proof of Delivery or POD) it is important to document ANY damage and how many boxes you received.

1. The trucking company is only responsible to stop at the curb closest to your door or driveway. They are not responsible for offloading your order. They will not bring it into the house, office, school or warehouse. Some drivers will assist you in getting the shipment off the truck, or may even bring it into the building but they are NOT obligated to.
2. You must make arrangements to have help available when offloading your delivery on the scheduled delivery day. Foosball tables are heavy; however they can be very easily cantilevered off the back of the truck and moved with a hand truck or furniture dolly. That is how we do it.
  - a. Fee based services are available, such as a Liftgate for assistance offloading your delivery, and in some, but not all areas, Inside Delivery as well as Delivery Appointments. Note: Inside delivery means that your goods will be moved to a door or garage; not inside of a house. Curbside delivery (only) is included in the price of the item. Please advise us in advance if you will require other services. We will be happy to provide a quote and make the arrangements for you. If you request or accept these services at delivery, we will be billed, and in turn bill you for them.
  - b. If you do not want, or use, a liftgate that a carrier might arrive with, write "Did not request liftgate delivery" on the POD you sign and we will attempt to dispute any charges they might make.
3. Furniture – in home delivery service – is available in most areas of the Eastern US at no extra charge. Please see our web page for further information.
4. Inspect your shipment thoroughly after you remove it from the truck or from the freight terminal and BEFORE you sign the delivery receipt. **Inspect the bottom and all sides of the package(s) to ensure no forklift damage has occurred.**
5. Alert the driver or counter personnel immediately if you see ANY damage to the crate, carton or contents and sign paperwork as such. Be specific, using notations such as "HOLE IN BOX," "PACKAGING TORN" and "MISSING CARTON." This is necessary to establish carrier responsibility. For documentation purposes we photograph every shipment before it leaves our dock.
6. If you see damage to the crate or carton but can't tell if there is any damage to the contents, accept your shipment and sign the delivery receipt **SUBJECT TO FURTHER INSPECTION MAY CONTAIN CONCEALED DAMAGE.**

7. **BOX DAMAGE does NOT mean the TABLE is damaged!** Please OPEN YOUR BOX(ES) if there is damage to them and confirm interior damages before you refuse. (T3000 tops have a wooden frame around them, inside of the box; it may not be table that is broken, simply the frame! Be sure to check carefully!) The boxes are extremely sturdy. They are built to protect your table, and can endure the typical shipping cycle. *However, if there is any damage to the box, follow the instructions herein.*

**NOTES ABOUT DAMAGES**

THEY WILL BE HELPFUL TO YOU.

Damage that is **NOT** acceptable:

- Scratched or marred playfield
- Damaged playfield interior compartment
- Cracked or split cabinet

**BUT - If any of these issues occur:**

- T3000 series: The interior diamond ramp or lock tongue is damaged, *these can be easily replaced. Don't refuse your table if there is nothing else wrong!*
- Home Model series: The corner coasters are off. *This is a minor cosmetic issue ONLY; they can be easily replaced; we will send new ones. It looks scary; it's not. Don't refuse your table if there is nothing else wrong!*
- Any table: The cabinet laminate (sides, tops, ends) is scratched or chipped: your table can be used and this will not affect play. *These issues are cosmetic:*
  - We will gladly discuss an adjustment for any of these issues so that you do not have to wait for your new table replacement, *providing that the POD has been properly noted.* Laminate can be replaced!
- The plastic down corners on a home model table can be replaced, but damage does *not* render the table unplayable. We will be glad to discuss an adjustment if you wish to keep the table and not wait for a replacement, *providing that the POD has been properly noted.*

8. The number of boxes you are to receive is contained in the email sent with this attachment. You **MUST** count the number of boxes/pieces and make sure it matches up with the bill of lading (be careful 1 skid may have several pieces/boxes on it.) If there are any shortages you *must note it when you sign.* If you are unsure of how many boxes you were supposed to receive, then note/sign the bill of lading with the actual number of boxes you received.
9. Open your box(es) within 24 hours to alert the shipping company should there be concealed damage.
10. If the contents are visibly damaged upon delivery or pick up at the terminal advise the driver or counter personnel that you are refusing delivery. Sign paperwork as DAMAGED & REFUSED. Take photos and send them to us. We will replace table once we are notified by the carrier that the damaged goods are being returned to us.

11. Deliveries signed free and clear of damages, or left without signature by the recipient's request, will be the recipient's responsibility, no exceptions.
12. Common carrier delivery is available during business hours from Monday through Friday, excluding any US Federal Holidays. In home furniture delivery (non-common carrier) is scheduled by the provider and they will contact you prior to delivery to make an appointment for delivery; they do deliver on Saturdays and Sundays *if* they are in your area at that time, and this can be requested, but is not guaranteed.
- a. Any delivery times we quote are for estimate purposes only and provided to us by the carrier, but are not guaranteed. We are not responsible for carrier or in home furniture delivery times, dates, appointments or delays. We do not have any more control over their services than you do!
13. We work very hard to make sure you get exactly the foosball table you want, that's why we talk to you before you purchase one. If you refuse your table for any reason other than clearly visible damage, you will be responsible for all shipping costs both ways in addition to a 10% restocking fee. No exceptions.
14. **Warranty:** A one year warranty is provided by the manufacturer. They are very responsive and will work with us to resolve any issues you might have. The factory's decisions are final. No other warranties are implied or exist.
- a. Warranty claims should be filed through us. Send yours to [sales@tornadofosball.com](mailto:sales@tornadofosball.com). It is important to send good pictures! It's very important to see the detail, but it's also important to see the overall photo, so send a "long" shot so we can specifically see where the problem is. (Please set your photos to document size or they mail not arrive through email.)
15. Used tables are sold AS-IS.

**\*\*\*\*\*Other Interesting and Useful Stuff\*\*\*\*\***

Weights and Assembly (Instructions are included.) Boxed tables weigh (appx):

Sport	210	1 box
Classic	225	1 box
Elite	225	1 box
Worthington	275	1 box
T3000 Non Coin	355	2 boxes
T3000 Coin Op	365	2 boxes

Home model tables (single body cabinets) require assembly and instructions are included: legs, then players, bumpers, handles, etc. This takes about 1 ½ hours.

Commercial tables (split body cabinets) require that the legs be put on the base and then two people take the assembled top and slide the hinges onto the base cabinet hinge.

All tables should be leveled.

Notes about concealed damages: We do everything we can to ensure that you have a perfect experience, and to that end we do not ship damaged merchandise to you. We inspect and photograph every shipment before it leaves our dock. A signed delivery receipt, without notations of missing, damaged or incorrect item(s) represents your acceptance of this order in perfect condition, and of our terms and conditions, superseding any other agreements regardless of source. This is your responsibility. Deliveries signed free and clear of damages, or if left without signature by the recipient's request, will be the recipient's responsibility, NO EXCEPTIONS. A free and clear POD has potentially serious consequences as freight carriers rarely, if ever, reimburse freight claims for concealed damages. Why? From the carrier's point of view, claims for concealed damage are inherently suspect. There is always the distinct and real suspicion that the damage may have occurred after the completed delivery of the freight. If you discover concealed damages:

- You must immediately contact the local carrier's office and request an onsite inspection
- You will have THREE business days to file a concealed damage claim.
- You must retain all packaging materials.
- Send photos by email, (sales@tornadofoosball.com) so there is a written record of your complaint to the freight carrier.