

## **SHIPPING POLICY**

Your order is very important to Pyromania Inc., which is why we are dedicated to providing a simple ordering process and fast, safe, and reliable delivery services for all of our products. All orders are processed Monday through Friday (non-holidays). Orders placed on weekends will ship on the following business day. The shipping times may range from 1-3 business days from the date of your order if the product is in stock. Our team strives to ship your items as fast as possible, so your order may ship sometimes sooner than estimated. In rare cases, due to unforeseen circumstances, an order may take more days to ship. If this happens, we'll be sure to contact you and let you know when your item will ship. Delivery time varies between 3-10 business days depending on the availability of products and carrier disposition.

Once your order ships (ground or curbside LTL order), you will receive an email with your tracking information for your convenience. You can also log into your account on our website ([www.pyromaniafire.com](http://www.pyromaniafire.com)) using your email address provided to view/access your order status and retrieve the tracking information.

**\*For the Custom Fire Table Line the shipping time varies (Refer to the Custom Fire Table section/Special Orders for more information).\***

### **Shipping Costs**

At Pyromania Inc., all orders over \$149 ship free (**Ground & standard LTL curbside delivery**)! Orders under \$149 ship with a flat rate of \$10 (**Ground delivery-standard shipping**).

If you'd rather not deal with the hassle of the Standard curbside delivery (LTL shipments), **White-Glove Delivery Service** is available. If you are interested in this premium service, please contact us before placing your order at 909-631-7869 or email us at [sales@pyromaniafire.com](mailto:sales@pyromaniafire.com) to discuss your specific shipping requirements, options, address accessibility, and shipping rates, as they will vary.

Unfortunately, at this moment **we don't offer international shipping**, and cannot fulfill any orders made outside of the 48 contiguous United States. We also cannot ship to P.O. Boxes or Military APOs.

### **General Shipping Information**

Generally, we ship via FedEx, UPS, USPS, or trucking line (LTL), depending on weight. We reserve the right to use any carrier.

- **Ground Delivery**

Ground orders typically consist of smaller items (e.g. fire pit accessories, burner covers, fire pebbles, canvas covers, etc.), which packages weigh less than 150 pounds. If you can carry the box, it is likely shipped via ground and will not require a signature (Standard Shipping).

**Note:** Ground Shipping Address can be updated by contacting us at 909-631-7869 at no additional cost before the order has shipped. Once the order has shipped, we can request an address change for an additional charge, but the shipping carrier cannot guarantee the change.

- **Standard Curbside Delivery (LTL/Freight)**

Freight orders are typically large, too heavy, or delicate items (e.g. fire tables, custom orders, etc.) that cannot be shipped by Standard Ground carrier. Freight carriers are specially trained to handle oversized and fragile items safely, for better delivery service. When products are shipped by standard freight, they come on a pallet and will be delivered curbside/driveway via a lift gate semi-truck typically hauling up to a 53' trailer box. Depending on the fragility of the order, the pallet might be plastic wrapped, strapped, or crated.

- **Process**

Once your order ships, you will receive a tracking number that has an estimated delivery date to your local freight terminal. The carrier will call you before your delivery at your provided phone number to schedule a delivery appointment within the next 1-3 business days. Please make sure the phone number you entered at checkout is a good number to contact you at. Only weekday appointments are available. An adult must be strictly present to INSPECT AND SIGN for the shipment. We don't authorize you to request any delivery without signature or inspection (without exception). Otherwise, any claim for damage or loss will be denied immediately, as the transport company is released from responsibility and the responsibility now lies on you, the customer.

If you are unable to receive the shipment, miss your appointment, or need to reschedule your delivery, please contact us at 909-631-7869 or the carrier. Otherwise, any additional shipping fees due to missed appointments, re-delivery, and storage fees will be your responsibility as these fees are outside our "tolerance" for shipping fees and we cannot be held liable for additional fees that go above and beyond our typical shipping parameters.

Also, keep in mind that if after 3 attempts (by phone or email) you cannot be contacted by the freight company or us, the shipment will be delivered without an appointment or the need for a signature. If this is the case, then the liability for the shipment will be switched 100% to you (the customer) and you will be fully responsible for any loss or damage to the shipment. Furthermore, any claim will be immediately denied by us.

Please, note we don't offer expedited service for standard freight shipments. The standard curbside service only includes free curbside/driveway delivery and lift gate service. This means that the driver will take your order off the truck for you, bring the item to the curb/driveway, and is not authorized to move it further. You are responsible for moving the order to where it needs to go on your property. The driver will not offer assistance in this regard, nor is he obligated. If your order exceeds the lift gate size or weight limits, you will need to make arrangements to get your order off of the truck. **\*If you are interested in white Glove delivery refer to the white glove section.\***

Upon delivery, you will need to inspect and sign for the shipment. Before signing, it is essential thoroughly inspect the contents of the shipment immediately for any visible damage upon receipt before signing off on the proof of delivery. It is advisable to look for the following signs of damage to include, but not limited to, missing shrink wrap, crushed corners, dents, gouges, tears, ripped or torn cartons, etc. Check for missing boxes or extra boxes by counting each handling unit and checking labels or BOL; they should match the delivery receipt. Open any handling unit that shows signs of loss or damage while the driver is present. Note all damages, overages, and shortages on both copies of the delivery receipt. Taking pictures or videos as evidence will be a good idea. If the driver does not allow you to open each handling unit, write "driver refused inspection for concealed damage" on the delivery receipt in addition to the visible signs of damage to the packaging.

If any visible damage or missing parts are found at the moment of the inspection, you must refuse to receive the shipment and notify Pyromania Inc. immediately. It is crucial to understand that regardless of whether the shipment was inspected or not, signing the Proof of delivery (POD) means that the delivery is free of damage and that the shipment was delivered in good condition.

If the delivery is complete and the shipment is received in apparently good condition, you still need to open all of the remaining boxes that did not have signs of damage, whether or not you believe that they are in good condition. Be sure to fully open each box to check contents for damages, overages, and shortages. Some commodities are more prone to concealed damage than others. Time is of the essence! Claims for concealed damages or loss must be reported to us as well as the carrier immediately or within one business day of receiving your shipment. If a claim number was issued, please provide that information when reporting. It is strictly required to take clear photos of all the damage and packaging (4 side views). Be sure to keep all your packaging materials including the pallet as the carrier may require an on-site inspection before an item is picked up and returned.

Failure to follow this protocol or these instructions may shift the liability of the damaged freight from the carrier to you. Saying this, Pyromania Inc. will be waived any responsibility for the damaged shipment and any claim will deny immediately. Claims for lost or damaged shipments must be reported to us as well as the carrier within 7 days of the delivery date. If a claim number was issued, please provide that information when reporting. Save all materials as the carrier may require an on-site inspection before the item is picked up and returned. We take your business seriously and do our best to ship your order in a way that will insure its complete arrival. We are here to help you with your order.

If you have any questions about our shipping policies or want to double-check your access before placing your order, please call us at (909) 631-7869. We want to make sure you are happy with your purchase and are glad to assist.

**Note:** Curbside Shipping Address can be updated by contacting us at 909-631-7869 at no additional cost before the order has shipped. Once the order has shipped, the freight carrier will charge an additional fee to update the delivery address.

- **White Glove Delivery**

White glove is a premium delivery service marked and designed with special attention to details, convenience, speed, and emotional satisfaction of each customer that standard carrier doesn't offer. The characterization of this premium service is to tailor to the unique and specific needs of each customer. If you do not want to deal with whether or not your shipment is going to arrive damaged, you need to pick it up or bring it, upload it or download it and unpack it, this is the ideal service for you.

The white glove service included:

- A delivery appointment is made in advance with the customer via phone, email, or text.
- The goods are then blanket wrapped, shrink-wrapped, and loaded onto a home delivery truck.
- The customer is called 30 minutes before arrival.
- The order is then brought into the room or location of choice, opened, and unpacked.
- The order is set up according to the customer's wishes. Please, note that this doesn't include complete assembly, gas hook-up, or installation. We don't offer installation services.
- The area is cleaned upon leaving and debris from the product packaging is removed upon departure

If this premium delivery service is required, please call us at 909-631-7869 or email us at [sales@pyromaniafire.com](mailto:sales@pyromaniafire.com) to discuss your specific shipping requirements, options about this service, verify your **\*address accessibility\*** and the rates, as they will vary depending on item size, weight, delivery address, and other special circumstances.

\* About address accessibility, we rarely receive notice from our shippers that the delivery address will require additional fees due to extreme accessibility or unusual circumstances. Pyromania Inc. can't anticipate all these circumstances at the point of sale, especially when we ship nationwide. Therefore, at the moment we become aware of such situations, we will contact you to cover these additional charges. We do allow a "tolerance" for shipping fees but cannot be held responsible for additional fees that go beyond our typical shipping parameters. \*

- **Custom Fire Tables (Special Orders)**

Custom fire tables are special orders made using your exact and unique specifications selected, in other words, they are fabricated (custom-made) just for you.

Once your custom fire table order is placed with Pyromania Inc., they are not eligible for a return, exchange, or cancellation. If we made it wrong, then we will take full responsibility and provide a replacement or refund at no charge to you.

\*Custom fire tables (Custom Line) will take longer (extended) processing and shipping time (between 1-2 weeks to ship). \*

If you have a custom project or need a Pro solution, feel free to reach out to our customer service department or one of our fire experts via phone (909) 631-7869, email [sales@pyromaniafire.com](mailto:sales@pyromaniafire.com), live chat, or by completing our inquiry custom form in our website.

- **Back Orders & Stock Availability**

If there is an item out of stock, please feel free to contact us at (909) 631-7869 for an estimated time of arrival (ETA). We assume no responsibility for stock shortages or manufacturing delays. We make every effort to maintain adequate stock and have up-to-date stock information available, but from time to time, a product may run out of stock in our warehouse and the website was not up to date when you placed your order. In that case, we will send you an email right after you place your order notifying you of the backorder, what the expected time for arrival is, and what substitutes are available in case you are interested in getting a fire pit table sooner.

The estimated time of arrival may change due to unforeseen circumstances like a shipment getting held up at the port upon arrival or the factory missing a certain part needed to complete the manufacturing process. If the arrival time changes on your order, you can let us know whether you would like to keep the order, substitute for a different product, or cancel the order altogether. Once backorders arrive, we will notify you by email with the estimated shipping date. Then the order process will be the same as when the order is in stock.

If you have any further questions about the ordering and shipping process, feel free to contact us by email at [sales@pyromaniafire.com](mailto:sales@pyromaniafire.com) or call us at 909-631-7869