



## Trade Sample Delivery and Recovery Program Process and Standards

**U.S. Messenger provides trade sample delivery and recovery to the contract furnishings and other design related industries. The following standards, criteria and conditions apply to these deliveries:**

At the time of order entry, the client must provide a complete description of the item(s) being transported (Dimensions, Weight, Type, Material, etc.). Proper vehicle size must be selected. Vehicle size should be determined using the elements listed to ensure the safest and most protected delivery.

All deliveries must be placed on Emergency or Direct Services.

Items weighing in excess of 75 lbs will require a helper unless a helper is provided by the client at both pickup **and** delivery.

It is strongly encouraged that the clients wrap and/or package the items in as close to original packaging as possible to protect all items being transported. Items that are not client wrapped are not insurable, no value may be declared and no claim other than the \$100 automatically applied to all deliveries will be accepted. Complete reimbursement coverage is only available on items that have been inspected in advance, packaged in original packaging, unwrapped at the time of delivery and have a declared value purchased and accepted. No coverage is available on deliveries containing glass or other fragile materials. U.S. Messenger reserves the right to refuse declared values at any time. Packaging services can be purchased through U.S. Messenger on an on-demand basis and will vary in price.

It is understood that U.S. Messenger will work to ensure an on time and intact delivery and will provide basic materials to help ensure proper care and consideration of the items being transported. Practical precautions including straps, cords, strings, blankets and other securing implements will be used and reasonable care will be taken to secure items while in transit. However, a slight to moderate amount of movement and environmental conditions should be expected during transportation of any item. Unless an item is client packed to acceptable specifications, U.S. Messenger will not be responsible for scrapes, scuffs, dents, dings, dirt, smudges or any other minor damage. If an item is rendered unusable for display as the result of negligence by our delivery staff, U.S. Messenger will only reimburse the client the \$100 automatically applied to all deliveries unless additional coverage is declared, purchased and accepted.

All claims must be filed in writing and sent to [claims@usmessenger.net](mailto:claims@usmessenger.net) within 24 hours of the delivery.