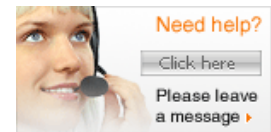




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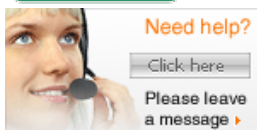
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Shipping Policy

This policy provides additional information to the information contained in the terms and conditions of sale. The purpose of the policy is to further clarify questions about shipping.

Products ship F.O.B. truck by a commercial carrier of our choice, either factory-direct or from distribution centers located throughout the continental United States.

FREIGHT CHARGES are calculated based on total weight of the order and final destination. At this time shipping outside the continental United States is limited to Alaska, Hawaii, and Puerto Rico. These destinations all require special arrangements. Please call 866-553-6069 to make delivery arrangements and receive an accurate shipping quote.

TERMINAL PICKUP: Available provided you call us at: 866-553-6069 to let us know you want to pickup your shipment at the shippers Terminal Annex. You must call us and place your order with a Direct Safes representative to do a Terminal Pickup.

DELIVERY includes trucking to your location only. UPS and/or FedEx deliveries cannot be scheduled. Common carrier truck deliveries are performed Monday through Friday and an appointment is usually scheduled by the freight company but is not guaranteed. Drivers WILL NOT move the safe beyond curbside or loading dock. Door delivery is available in most cases for an additional charge. We do not ship to APO/FPO or P.O. Box addresses. At this time we do not ship outside of the United States. Note: Every effort is made to deliver a product within the specified delivery time frame. However, delivery dates may change due to circumstances beyond our control, such as inclement weather, mechanical breakdown, etc. Please refer to our Terms and Conditions of Sale.

DAMAGE: Minor nicks, scratches, scuffs, and abrasions are common for safe shipments. These do not affect the operation of the safe and touch up paint is available. ALWAYS INSPECT CARTON AND PRODUCT BEFORE SIGNING THE FREIGHT BILL. If the carton or product is severely damaged, write notation on bill "REFUSED DUE TO DAMAGE". You and driver must sign the notation but be careful not to sign on "Received By" line. IMMEDIATELY SEND AN EMAIL TO sales@directsafes.com to advise that the product was refused and will be returned by the carrier. Fax or mail the original freight bill with your signed notation to the shipper. Direct Safes or the manufacturer WILL SHIP A REPLACEMENT ORDER AND ASSUME A FREIGHT CLAIM WITH THE CARRIER. Depending on the freight company (carrier) policy for returns, the shipper may have to wait until the carrier confirms that the product is on its way back to the shipper before shipping the replacement unit(s). In some cases the shipper is required to receive the damaged product back before shipping the replacement. If you choose to return a unit that was damaged in transit, you qualify for a refund as described in the refund section of the return policy, except that you are not liable for shipping the unit back to the shipper. If more than one product is delivered to you, you need only refuse the damaged product and accept the other units. Note on the freight bill how many units were accepted as "OK." If there is damage during shipping, and you elect to keep the product, you must note the damage on the freight bill, while driver is present, and have the freight company file a claims report. If you sign, accepting delivery as undamaged and later find damage, Direct Safes will not be responsible. You will then need to file a freight claim with shipper on your own behalf. Always keep the original shipping material.

RECONSIGNMENT: If you ask us to change the delivery address, after the order has shipped, from the address you provided to us you will be charged a reconsignment charge. We will contact the freight carrier and report to you the amount of the reconsignment charge.

INSTALLATIONS: Installations are quoted based on the information that you disclose. If you fail to disclose information about your installation and the installation cannot be performed when the installer is on the premises, you can either ask the installer to leave your product where it can be delivered, or you can ask us to treat your order according to our terms and conditions that apply to returns. For example, failures include, but are not limited to, the failure to disclose that the floor is not strong enough to support the safe; the failure to disclose that the size of the door is insufficient to get the safe through the door; the failure to disclose that there are steps, cracked, fragile, inclined, uneven, unpaved surfaces; the failure to disclose that there is not sufficient room to maneuver the safe; and the failure to disclose any other obstacle that prevents the delivery of the safe to its ultimate location. Before placing an order, please make sure to review the path from where the truck can pull up to the safe's resting point with a Direct Safes salesperson.

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To contact sales click on the graphic below.



Or call +1 949-480-2384.

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