



## HOW TO SHIP

We take great care to ensure your order arrives safely and on time. Most in-stock items are processed and shipped within three to five business days, using trusted freight and parcel carriers who share our commitment to reliability. James Martin Vanities can ship your order either parcel or LTL via our own carriers. We can also assist you with freight services using your own carrier ("will call" shipments). If shipping with our LTL carrier, we offer curbside and dockside services.

After the order has shipped, we will provide you with tracking details so you can track your order efficiently. Information will be provided electronically (generally either via email or EDI).

While we do everything we can to minimize damages, if your client does receive an item with damage or potential damage, please notify James Martin Vanities as soon as possible. We also ask that the damage is notated on the delivery document so that a claim can be filed to cover the expense of replacement.

If you have any questions about our freight program and policies, please don't hesitate to reach out to our Customer Care group.