



1601 2nd St.
(Loading dock on Lee St. side)
Brunswick, GA 31520
929.400.7345

Welcome to the Southeast's Premier Interior Designer Receiving & Delivery Service. We work exclusively with Interior Designers, Vendors, and Contractors to receive, inspect, store, and deliver new high-end furniture for your clients. Located in the beautiful Golden Isles of Georgia, we serve the surrounding areas throughout the Southeast.

Open since 2011, our mission has been to provide high-quality white-glove delivery service to our Designers. We are excited to announce that in 2021 we moved to a new location that includes a 34,000 square foot warehouse and a loading dock.

Please take a few moments to review our terms, conditions, and rates.

Please fill out the Designer Agreement (page 9) and Designer/Client Information (page 10) forms and return to us via email.

Please do not hesitate to contact us with any questions. We appreciate your business!

Daryl Daniel Moore

daryl@outoftheboxreceiving.com



TERMS AND CONDITIONS



RECEIVING:

- Receive freight, UPS and FED EX deliveries. Open and inspect within three business days.
- Take pictures and enter into our Smartsheet software system for Designer verification that item is correct.
- Breakdown and disposal of all packaging materials. We do not keep boxes from items received unless the item has obvious damage.

STORAGE:

- Please see attached rate sheet (page 8).
- Store freight until Designer notification of delivery. Climate and non-climate-controlled storage is available.

DELIVERY:

- Two-hour delivery window.
- Drive time discounts will be applied when we “piggyback” multiple items going to the same area.
- The Designer agrees to inform Out of the Box Receiving, LLC in advance of any stairs, small door openings, turns, elevators, and the like and understands that extra charges may occur for these special circumstances or any modifications that may happen on-site to a preexisting delivery plan.
- If the Designer needs Out of the Box Receiving, LLC to move or dispose of existing furniture, Designer agrees to inform receiver in advance.
- All charges include but are not limited to labor, truck, load time, travel time, installation, fuel, and insurance. This includes our trucks only. If a larger truck is rented, the cost will be invoiced to the Client.

LIABILITY:

- Out of the Box Receiving, LLC will not be liable for any damage to Designer's personal items in their personal storage or warehouse, at their business, or in their home. Designer is responsible for all personal items in their own space per homeowner's insurance.
- Damage claims are between the vendor, the carrier, and the Designer. We will assist the Designer with claims at our standard rate of \$50.00 per hour.
- We will repackage return items at our standard \$50.00 hour rate, plus cost of the materials or we will utilize services at Pakmail of St. Simons (or a similar vendor) for packaging and shipping at which point the cost is the responsibility of the Client.
- We can provide resources for damaged item repairs. This will be independent of Out of the Box Receiving, LLC. The Designer will be responsible for payment to the repair person.

Out of the Box Receiving, LLC Does NOT:

- Hang art
- Cut outlet holes in carpet/rugs
- Unroll rugs or carpet for inspection
- Inspect appliances or tile
- Assemble furniture (e.g., Ikea) except for dining room tables and beds (less than 5 pieces)
 - We will source these out and the cost will be the responsibility of the Client
- Modify the home such as remove doors/windows or attach items to the wall without a waiver
- Store, receive, or deliver any personal items
 - We will recommend movers and/or a storage facility
 - Exception: Any items to be reupholstered or refinished

DESIGNER RESPONSIBILITIES:

- It is the Designer's and affiliates' responsibility to document all damages upon delivery and to provide written communication on how to move forward with any changes or delivery status.
- Designer is responsible for having an authorized agent present to accept delivery and sign all necessary paperwork. The Designer waives the right to

dispute delivery and/or conditions of any item(s) after delivery if an authorized representative is not present to sign for the item(s) upon delivery.

SPECIAL CIRCUMSTANCES:

- The Designer agrees to pay any specified charge in this contract for any waiting time beyond the control of Out of the Box Receiving, LLC, including but not limited to weather, Designer delays, traffic, and construction.

OTHER INFORMATION YOU NEED TO KNOW:

- A Designer/Client Information form (page 9) must be emailed each time you acquire a new Client. Email is the preferred method of communication and required when setting up deliveries.
- All deliveries must be set up through the Designer. Out of the Box, LLC is not responsible for direct communication with the Client.
- We do not store, receive, or deliver any personal items. We will recommend movers and/or a storage facility. Exception: Any items to be reupholstered or refinished.
- If you need to know if we have received an item, you must provide the vendor, item number, and a picture.
- Periodically we get a request to receive appliances, tile, etc. We will receive these items, but we are not responsible for opening and inspecting them.
- Any damaged or returned items not picked up within 30 days of notification will be subject to storage fees. We will donate or dispose of these at no charge if the vendor will not replace or repair the item.
- Prior arrangements need to be made for any existing items to be disposed of or donated. We will not store these items.
- We will generate estimates in writing only once the necessary information is provided to us by the Designer.
- Freight: When an item is shipped from a vendor, that means it goes to the freight company. It could sit two to three weeks on their dock before it ships to our warehouse. If a third-party vendor/shipper states an item will arrive on a certain date, that means it will get to their freight warehouse on that date. The shipping company will then make an appointment to ship the item to us.

HOLIDAYS:

- Thanksgiving: We close the Wednesday before Thanksgiving at noon and reopen the following Tuesday.
- Christmas: We close on Christmas Eve until the next business day after January 1.

FACILITY PICKUPS:

- Designer/Contractor pickups ONLY. No Client pickups. Must schedule an appointment 48 hours in advance. \$50 minimum charge.

LABEL INFORMATION GUIDE:

Please be sure to sidemark ALL incoming receiving items to our warehouse as the following:

Designer Last Name/Client Name/Out of the Box Receiving/PO#
1601 2nd St. (Loading dock on Lee St. side)
Brunswick, GA. 31520
929.400.7345
Receiving Hours: Tuesday – Friday 8:00 am – 4:00 pm

If an item that we receive is not sidemarked correctly, this may affect the timeline that we receive and process your shipment. It is important that items are marked correctly (as above) to avoid delays.

When ordering your items please use the above format for the shipping label and bill of lading. If an item is not properly sidemarked, it will be set aside and will not be inspected until we can get time to research it.

- *Out of the Box Receiving, LLC will not be responsible for delayed notification of receipt of your item(s) or damages to any items not properly sidemarked.*

Please be sure to advise your vendors of our receiving hours and phone number. This information should be on every shipping label and bill of lading.

- *This will help us to process your goods efficiently.*

INSTALLATIONS:

- A \$1000.00 delivery deposit is required two weeks prior for all full house installations. The remaining balance is due two days after installation.
- A Designer is required to be on-site during all installations (small or large) and to communicate with Out of the Box Receiving, LLC any modifications pertaining to the installation.
- Send spreadsheet of all items one month prior to delivery date.
 - Spreadsheet should include: vendor, item description, item number, quantity, and room. We prefer a spreadsheet with a picture of each item, but I am aware not all programs are set up for that. Once received, we will compare with our inventory list and confirm all items are tagged correctly.
- Set up lighting delivery date.
- Set up installation 6 weeks prior. We are aware that dates may change. It is better to be on the calendar and make a change than to wait as our delivery schedule fills up quickly.
- Installation Day – Please label each room on site ensure items are delivered to the proper locations (i.e., BR3, Study, Master, etc....).
- If our team believes an item will not fit through a door, around a corner, and/or the like, the Designer must sign a waiver before we will continue the installation. We reserve the right to refuse to continue if a waiver is not signed for special circumstances. Additional charges may occur for door removal and replacement, stair carries, or other special circumstances.

RECEIVING HOURS:

- Out of the Box Receiving, LLC will not be responsible for items delivered outside of these hours.
 - **Tuesday-Friday 8 am- 4 pm CLOSED MONDAYS**

SHIPPING & PAYMENT ADDRESS:

- Out of the Box Receiving, LLC
1601 2nd St.
(Loading dock on Lee St. side)
Brunswick, GA. 31520
929.400.7345

RECEIVING NEW CLIENTS FOR EXISTING DESIGNERS:

- Out of the Box Receiving, LLC will not be responsible for items that we have not received a Designer/Client Information Page for. It is the Designer's responsibility to notify Out of the Box Receiving, LLC about any new Clients the Designer has agreed to work with.

DESIGNER/CLIENT RELATIONSHIP:

- Out of the Box Receiving, LLC will not be responsible for communication between the Client and Out of the Box Receiving, LLC employees. It is the Designer's responsibility to communicate all concerns directly with the Client.

SMARTSHEET:

- Out of the Box Receiving, LLC uses Smartsheet as a documentation system for inventory and receiving purposes. Smartsheet is an online tool used to help organize inventory and communicate with our Designers.
- Provides a detailed list of all received items in house to include Item, PO Number, Quantity, Date, Vendor, Description, Status, Room, Pictures.
- Designers can use this tool as the **priority communication** with Out of the Box Receiving, LLC.
- Out of the Box Receiving, LLC is available to provide training for Designer and affiliates on how to use Smartsheet effectively to streamline communication. We can also provide a How-To Guide to assist with using Smartsheet.
- Out of the Box Receiving, LLC will send a personalized link to the Designer, and we strongly encourage our Designers to learn how to use this system independently to effectively communicate inventory and receiving for individual Client and stock items.
- Out of the Box Receiving, LLC is not responsible for providing a personalized link directly to Clients for individual jobs or direct communication with Client.

POLICY MODIFICATIONS:

- Out of the Box Receiving, LLC reserves the right to modify the terms, conditions, and rates of this agreement at any time and without prior notice.



RATES AND PAYMENTS



RECEIVING AND DELIVERY RATES:

- **Storage Rates:**
 - 5 x 5 - \$69
 - 5 x 10 - \$89
 - 10 x 10 - \$119
 - 10 x 15 - \$149
 - 10 x 20 - \$179
- **Receiving:**
 - \$50 per hour. One hour minimum.
- **Deliveries:**
 - \$130 per hour. Includes 2 employees and one truck. One hour minimum.
- **All Pickups:**
 - \$50

We NO LONGER allow Client pickups. Designer and Contractors are able to make pickups at the warehouse by appointment only with a 48-hour notice pending availability.

INBOUND COLLECT:

- We do not accept CODs without previous arrangements. If an item arrives without prior notification, the charge will be 50% of the freight bill.

BILLING AND PAYMENTS:

- We provide invoices on or before the 10th of the month for the previous month's work by email. Payments are **due upon receipt of invoice**.
- We accept payments in the form of handwritten checks, checks through QuickBooks online, Venmo @OutoftheBoxReceiving, or credit card (4% service charge for cc).
- A 10% late charge will be assessed on the total amount due for all accounts over 30 days past due.

PLEASE MAIL ALL CHECKS TO:

Out of the Box Receiving, LLC
1601 2nd St.
Brunswick, GA. 31520



DESIGNER AGREEMENT



Please read through this Designer Agreement thoroughly and initial beside each item to ensure understanding with Out of the Box Receiving, LLC, hereby referred to as “OOBR”.

I, _____, hereby referred to as the “Designer”, understand on this date _____ the following:

-I understand that I must contact OOBR about updated Clients via written communication and will fill out an updated Designer/Client Information form and return this form via email to OOBR prior to placing new orders. (_____)

-I understand that OOBR reserves the right to DENY any incoming shipments from Unknown Designers or any shipments that are sidemarked incorrectly which may create delays in shipments and incur additional charges to my account which OOBR is waived from by adhering to the following format: Designer Name/Client Name/Out of the Box Receiving/PO#.

The PO number is optional. (_____)

-I understand that I need to provide the **Vendor, Item Number, and Picture** when making inquiries regarding inventory received for effective and efficient responses from OOBR. (_____)

-I understand that I need to schedule any third-party shipments/deliveries to OOBR (i.e., Restoration Hardware, Serena and Lily, Pottery Barn, etc...). If a Client places an order through these companies, it is the Client or Designer’s understanding that they need to schedule these shipments/deliveries independent from OOBR. (_____)

-I understand that the preferred method of contact for inventory is through Smartsheet and that OOBR offers Smartsheet training on how to use the system regarding all shipments and inventory which I can schedule with OOBR. (_____)

-I understand that I am to schedule Warehouse Pickups for Designers and Contractors **ONLY**, while providing 48 hours’ notice prior to the desired pickup time. (_____)

-I understand that all Deliveries must be scheduled through the Designer. Clients are no longer allowed to schedule pickups at the OOBR warehouse, that Clients should not be contacting OOBR directly, and that communication regarding Clients is between the Designer and OOBR **ONLY** as OOBR is not responsible for direct communication with Clients. (_____)

-I understand that I must be physically on-site or available via Video Conferencing during all installations and to communicate all concerns directly with individual Clients independently from OOBR. (_____)

-I understand that OOBR is not responsible for receiving shipments outside of these hours: **Tuesday-Friday 8 am- 4 pm (CLOSED MONDAYS)**. (_____)

-I understand that OOBR reserves the right to modify the terms, conditions, and rates of this agreement at any time without prior notice. (_____)



DESIGNER/CLIENT INFORMATION



**Please fill out a new form for EACH new Client to prevent delays with receipt of shipments.*

Designer Name:	
Designer Contact Number:	
Designer Email Address:	
Client Name:	
Client Delivery Address:	
Contractor Name:	
Contractor Phone Number:	
Special Instructions:	

I, _____, have read, understand, and agree to all the information, terms, conditions, and rates of this contract.

Signature: _____ **Date:** _____

*Please sign and return to Daryl Moore at: daryl@outoftheboxreceiving.com