

Invictus Steelworks



Care and Use Manual and Shipping
and Receiving Guidelines and
Requirements

Care and Use Instructions

Congratulations on your Invictus Steelworks custom handmade piece of furniture. This important document details how to care for and how to receive your new furniture or other Invictus design. It is your responsibility to properly care for and receive your shipment.

Cleaning Instructions

Metal furniture is low maintenance.

- Generally, a damp sponge or damp, lint free white cloth (not soaked, just damp) will do the trick. If your finish is a matte black paint, do not use a white cloth, and do not clean for at least 30 days.
- You may use a product like Windex if necessary, but it is generally not needed.
- Never use anything abrasive or caustic on any Invictus Steelworks finish.
- Your finish is extremely durable. However, we recommend removing any sharp rings or other objects prior to cleaning to avoid scratching your finish.

Use Guidelines

- Unless otherwise specified in your order, all finishes are for indoors.
- Almost all of our work includes adjustable leveling feet. Do not use a base without the leveling feet if leveling feet are included.
- Level the base by adjusting the leveling feet prior to setting your top.
- Do not make any modifications to your design without the express written consent of Invictus Steelworks, or do so at your own risk.
- Never lift a table base by the support apron if it has one.
- All of our bases ship prepared to receive the top:
 - For glass tops, adjustable glass levelers are provided to seat the glass. Be sure to use rubber bumpers between the glass and the metal to prevent your glass from sitting directly on metal.
 - For wood tops, pre-drilled mounting straps is included. We typically provide ½” holes for mounting your top unless otherwise requested..
 - For stone tops, a fully integrated support is provided to properly support your stone. Most clients use a layer of foam tape between the apron and the stone. No subbase is required. This proprietary design has been relied on by stone fabricators across the country for years, and it is meant to support heavy stone tops. Your fabricator is welcome contact us to discuss installation of your top to ensure your top is properly installed for use with the integrated support system. Do not lift by apron.
 - Invictus Steelworks provides information as to how our clients have typically attached or seated their table tops using the methods described above. We always recommend speaking with the fabricator of your top to find out how they want their top attached to the base. We provide general guidelines only, please have your fabricator contact us with any questions.

Shipping and Receiving

Unless a shipping upgrade is included in your order, your merchandise will be shipped via LTL freight carrier, with curb to curb shipping. Following the guidelines and instructions below will make your shipping experience go as smoothly as possible, and show you how to avoid costly in receiving. LTL stands for Less than Truckload. It means your order will be sharing the space on a truck with other people or companies that are also shipping less than a full truckload, making it less expensive for all parties to ship large items.

Shipping via LTL freight carrier comes with more responsibilities than shipping via UPS or USPS, but if you know how to properly receive an item shipped via LTL carrier, your delivery should be seamless.

Client responsibilities in LTL Shipping

- All orders with residential destinations are shipped appointment required, which is a requirement by the carriers for residential delivery.
 - It is your responsibility to be there or appoint a representative to be present at the time of your scheduled appointment.
 - The carrier will call to you schedule a delivery appointment.
 - Failure to be home at the time of delivery will result in additional fees for redelivery and/or storage.
 - Avoid incurring additional fees by not missing a scheduled appointment.
- Your carrier will make every attempt to reach you to schedule your delivery appointment once your shipment has reached your local terminal.
 - If a freight carrier is unable to reach you, they will contact Invictus Steelworks and we will attempt to reach you.
 - If we are unable to reach you, the carrier will either put your shipment into storage or return it to us, depending on the policies the specific terminal, which vary from location to location.
 - Additional fees will be incurred in either situation, for which you will be responsible.
 - Avoid additional fees by promptly scheduling your appointment upon request of the carrier.
- Shipments to a commercial location do not require an appointment, and the freight carrier may or may not contact you prior to delivery.
 - If you are shipping to a business with limited receiving hours, an appointment is required.
 - Please notify us if your commercial destination requires an appointment for receiving or has limited hours of receiving. Normal business hours are typically 8-5. If you do not have a loading dock or forklift at your commercial destination, this will be considered a limited access delivery, and we will need to know this information prior to shipping.
 - Failure to provide this information will incur additional shipping fees, for which you will be responsible.
 - Avoid incurring additional fees by communicating any special requirements prior to shipping.
- Plan ahead. Shipping typically occurs shortly after final payment is received. If you are aware of imminent travel plans, kindly advise us of your return date.
 - Avoid costly storage, redelivery or additional shipping fees that you will be responsible for by communicating your schedule with us at time of final payment. You will be responsible for fees incurred for storage, reshipping or redelivery fees as a result of not being available to receive your delivery.

What is included in standard LTL shipping and Available Upgrades

All LTL shipping, unless a shipping upgrade is purchased, is curb to curb, shipping only. Your item will not be brought into your home, office or garage, without purchasing a shipping upgrade. Several upgrades are available. LTL shipping includes a custom hand built pallet, bubble wrap, blanketing and shrink wrap or other appropriate packaging, and most likely but with some exceptions, a lift gate for residential deliveries and commercial locations without a forklift or loading dock to lower the pallet off the truck. (Lift gates are address more specifically on the next page.)

- **LTL shipping upgrade options:**

- **Shipping Insurance** – starting at \$99.99, shipping insurance is highly recommended to protect your valuable investment from damage or loss during transit. We offer standard freight insurance for furniture, which has a \$250 or 10% deductible, whichever is greater. You may purchase shipping insurance with your order or at final payment. Once your item has shipped, shipping insurance may no longer be added to your order, per carrier policy. Visit our website to learn more about shipping insurance and our policies for insured and uninsured shipments.
- **Custom Crating** – **This is the best way to ship standard LTL.** Custom crating includes a handmade custom wooden enclosure surrounding your palletized shipment to protect your purchase during transit. Custom crating starts at \$250 and actual cost depends on the dimensions of your item. Contact us for a quote on custom crating. A screw driver is required to open the crate at time of delivery.
- **Inside Delivery** – in the LTL world, inside delivery does NOT mean your item will be brought into your home. It typically means over the first threshold. In a residence, the first threshold is defined as the garage. For an office building, it typically means inside the front door, which is the lobby. For large offices, this means the main lobby of the main floor, not the lobby to your specific office. For a building with an elevator, the pallet will be brought up the elevator to your floor, and off the elevator. It is your responsibility to bring it the rest of the way. They will NOT bring it to your door or into your home, under any circumstances. Contact us for a quote on inside delivery.
- **White Glove LTL:** White Glove LTL shipping may be available in your area. This is available by custom quotation only. White Glove LTL shipping includes shipping and delivery into your home or office. (i.e., they will put a dining room table in the dining room for you.) You may also get unpacking and removal of debris (pallet, crate and/or packaging materials) included.
- **Specialty Furniture Mover:** Generally less expensive than LTL white glove service, shipping and delivery via an experienced specialty furniture mover is by far the safest and most recommended method to ship your custom furniture. This service takes a longer to be delivered once shipped, as they make other pick ups and deliveries along the route, but the level of care and service provided is superior to any other method of shipping and delivery. Available by custom quote only, a specialty furniture mover is an expert in moving expensive furniture, and they will deliver right into your home. Custom packaging, crating, delivery inside your home or office, set up and debris removal may be included.
- For White Glove LTL or Specialty Furniture Mover shipping upgrades, you will need to provide additional information, including whether there are any steps, how many, and any other impediments to delivery (tight corners, etc.), and whether you want debris removal included in your order for these services to be quoted. Providing the information up front allows us to obtain an accurate quote. You will be responsible for any additional fees if accurate information is not provided.

LTL Shipping Continued

- Shipping upgrades are available by custom quotation only, and should be purchased prior to shipping or at the time your order is placed.
- Please do not request your LTL driver to perform additional services not included in your order. Shipping upgrades aren't free. Asking your driver to bring something in the house or garage if your order didn't include inside delivery as shipping upgrade is not allowed.
- All shipments, no matter the level of service, are shipped no additional services allowed without the express written authorization of Invictus Steelworks. You are not authorized under any circumstances to add or subtract any services without the express and written authorization of Invictus Steelworks. In the event that a carrier honors an upgrade request that was not approved by Invictus Steelworks in advance, you will be responsible for the invoice for such upgrades.

Lift Gates

A lift gate is a mechanism attached to a truck used to lower large pieces from the bed of the truck to the ground. As a general rule of thumb, we include a lift gate with every order.

However, we do ship many very large custom pieces that exceed the lift gate dimensions.

- In the event that your piece is too large for a lift gate, a lift gate is not included in your order. Such determinations are made by individual carriers, not by Invictus Steelworks.
- If your shipment pallet size is over 6' long or over 30" wide, a lift gate may or may not be included, depending on carrier rules. Most carriers will be able to offer a lift gate for shipments less than 8' long.

What to do if your shipment exceeds the capacity for a lift gate

*****If your shipment exceeds the lift gate capacity of the truck, it is your responsibility to unload your item from the truck. The driver is not allowed to assist you in offloading your shipment. You should plan ahead and arrange to have people there to assist you. A typical shipment will require two people, one at each end.*****

- For oversized shipments, we recommend unstrapping your piece from the pallet and carrying it off the truck rather than trying to carry the pallet with the piece on it. The pallet, at this point, is just excess weight and can be easily removed once your item is unloaded.

**Many of our clients rely on friends and family to assist in carrying in large items. If you require additional assistance, we recommend hiring a local moving company. Others have found success finding a reasonably priced local moving company using the uHaul.com website, where you can enter your zip code and find a list of local movers.

Invictus Steelworks is not responsible for how your shipment is brought inside at the final destination unless a shipping upgrade is purchased.

What to do if your shipment exceeds the capacity for a lift gate continued

- It is your responsibility to remove all items included with your shipment. This includes the pallet, strapping and packaging. Failure to completely remove all items included with your shipment will result in charges for debris removal. Debris removal is not included standard LTL shipping, and failure to remove debris (including but not limited to packaging, pallet, strapping, etc.) will result in additional fees for which you will be responsible for.
- Avoid additional fees by removing all debris from the truck at the time of delivery.
- Failure to perform your duty to remove the item from the truck for any reason, including failure to have people on hand to assist, will result in redelivery fees, and potentially other additional fees, including storage or reshipping, depending on the carrier, for which you will be responsible.
- Avoid additional fees by being prepared to properly receive your item.

Inspection

Inspection is extremely important. Your item has likely shipped fully insured. Once you sign your Proof of Delivery (POD), that means your shipment has been accepted, and your insurance expires. It is extremely unlikely that insurance will cover concealed damages, which are damages discovered AFTER the driver leaves, typically as a result of failure to properly inspect at the time of delivery by unwrapping your shipment so it is in full view. The reason concealed damages are difficult to win a claim on is because even though we can prove the damage didn't exist at the time it was consigned to the carrier, there is no way to prove unequivocally that the damage was incurred PRIOR to receiving the shipment if the driver didn't witness it). It is imperative that you do not sign the POD until you have thoroughly inspected the item. Shipping damage is rare, but adhering to these instructions will ensure that your insurance remains intact.

Invictus Steelworks is not responsible for any failure to comply with the rules of receiving insured shipments, including inspection and proper documentation of damages.

- While shipping damage rarely occurs, every insured shipment **MUST** be inspected at the time of receipt, in the presence of the driver.
- Do not sign the POD receipt until you have completed a full inspection.
- Once you have completed the inspection and are satisfied that the piece arrived in good condition, you may sign the POD.
- By signing the POD, you are certifying that you are accepting your shipment and it arrived in good condition, unless you have written exceptions, ie documented damage.
- If your item has received a minor scratch in a painted finish, we can send you touch up paint. Please ensure that you note any scratches or minor damage on the POD prior to signing, and make sure the driver signs off on it.

In the rare event that your piece arrives with major damage, which is scratches in any finish other than paint, dents, or other damage, it is your responsibility to contact us immediately at 801-605-8082 for additional instructions or refuse the damage item once it has been documented. Photograph all damage right away, including the packaging.

Inspection continued

In the event that you are unable to reach us at the time of delivery, it is still your responsibility to perform the following tasks. Failure to comply with these requirements may result in the denial or reduction of your claim.

1. Photograph the packaging. If possible, photograph prior to inspection. Always take photos of the packaging if there is visible damage to the packaging. If you discover damage after you begin opening your shipment take photos.
2. Completely unwrap/unstrap and photograph any damaged area and the entire piece, from all sides.
3. Describe the damage on the POD before signing. Be brief and direct, e.g. dent in lower corner or scratch down to metal on leg. Do not make assessments such as major or minor, or assert whether or not you think the damage can be repaired. The only people qualified to assess whether an Invictus Steelworks design can be repaired is Invictus Steelworks. Sometimes the driver will write it down for you, or provide advice as to how to handle a claim. Ensure you agree with what they wrote prior to signing.
4. Drivers are not authorized to make assessments on damage, packaging, what can and can't be repaired, or promise claim settlements. Sometimes they do in casual conversation, but they are not providing you with complete and accurate information. Contact us immediately if you are receiving instructions contrary to these procedures.
5. To refuse a damaged piece, write damaged, refused on the POD, and briefly describe the damage per the above.
6. Ensure the driver signs the POD and gives you a copy.
7. On the same day as delivery, you **must** email a statement describing what occurred during delivery, and a description of the damage. Include all photos, and a photo of your POD. Email this information to beth@invictussteelworks.com. We will advise as to what happens next. We may request additional information, including a written statement from you.
8. It is your responsibility to promptly notify us of any damaged item and to promptly respond to any requests for information. Notification of damage must occur on the day of delivery, no exceptions.
9. In some cases, we may tell you not to refuse an order, especially in such cases where the the extent of the damage makes something irreparable. If the items remain in your possession, it is your duty to protect them as if they were in new condition. You may not use them for any reason. Store them, along with all of the packaging, in a safe place. **DO NOT DISCARD** the packaging or the pallet until such time that the claim is settled. We will advise as to when the debris can be disposed of. The insurance company or carrier may send an inspector to do a report or take possession of the shipment. It is your duty to allow that person or persons access to damaged merchandise.
10. Should you decide to use a damaged piece until such time that your claim is settled and your merchandise is replaced, you will have provided mitigating circumstances to your claim for damages, and you may only be entitled to consideration for acceptance of damaged goods, not full replacement, or your claim may be denied in full. **DO NOT USE DAMAGED MERCHANDISE**. Once a claim is filed, it should be considered the property of the insurance company, not yours to do with as you see fit.
11. Drivers are on a schedule. Most of them are extremely nice. Do not skip a thorough inspection if you feel rushed. Let your driver know that it is your right to inspect prior to acceptance, and that it's required under the terms of your insurance.

CALL us at 801-605-8081 with any issues during inspection. If we are unavailable, email us at beth@invictussteelworks.com.

Client Responsibilities with UPS or Fedex Shipping

While the majority of our shipments exceed the limitations for small package shipping, we do occasionally utilize UPS or Fedex to ship smaller items such as coffee tables. While the process isn't as restrictive as LTL shipping, you do have responsibilities.

- We will provide you with tracking information, but we do not track the information for you. If you want shipping updates, you may sign up for them via either the UPS or Fedex website.
- UPS and Fedex shipments are all shipped fully insured, with the standard deductible offer by the shipper.
- Due to the value of the shipment, it is likely that the carrier will require a signature at the time of delivery.
- If a piece is not deemed "signature required" by the carrier, it is your duty to track the item and ensure that you or a representative is present to sign for the delivery anyway.
- Insurance expires once the item is either signed for, which certifies that it was received in good condition whether you opened the box or not, or left at your door step.
- If you or a representative is not available at the time of delivery, it is likely that the package will be left at your residence. If a package left without signature, (and this generally goes for any delivery you have left at your home) it is considered by the carrier to have been delivered in good condition.
- It is rare that you would be able to win a claim for damages if the shipment is left without signature. Their position is that there is no way for you to prove that the damage was incurred during shipping, and it COULD have happened after they dropped the package off. To file a claim, you have to be able to prove that the shipper directly caused the damage while it was in their possession. This holds true for any delivery by UPS or Fedex, not just your Invictus Steelworks shipment. While it is extremely convenient to allow them to drop things off at your home, we highly recommend that you ship any valuable package signature required.
- If you are unsure as to whether your item is shipping signature required, email beth@invictussteelworks.com or track your shipment on the website using the tracking number provided.

If you have questions or concerns regarding shipping, receiving, inspection or other information, visit our website www.invictussteelworks.com for additional information or email beth@invictussteelworks.com. Feel free to call us at 801-605-8082.

All sales are final. Final payments are due upon receipt. By virtue of your deposit, you agree to make final payment immediately upon request. Photos of your finished piece will be included with your final invoice. No cancellations or refunds allowed for any custom or made to order piece, no exceptions. All of our work is completely made by hand, not manufactured, making every piece we ship a special, one of a kind piece.

Thank you for choosing Invictus Steelworks!

We are proud to be handmade in the USA!