

Freight Damage Policy

Freight damage will be covered under the following conditions:

- **Timely Reporting:** Damage must be reported within 48 hours of onsite delivery, or within a timeframe deemed reasonable at ADP Management's discretion based on the circumstances.
- **Store-Held Stock:** When products are held in-store for more than 8 weeks, it is the store's responsibility to inspect the goods and report any damage to ADP as soon as possible after delivery.
- **On-Forwarded Goods:** If products are forwarded by the store to a customer outside the store's state or territory, ADP will not cover any resulting damage. All goods must be inspected upon receipt at the store **before** being on-forwarded.
- **Post-Installation Claims:** Damage reported after installation is not covered under ADP warranty. All damage must be reported **prior to installation** to be considered for warranty replacement.

Delivery of warranty replacements:

Delivery of warranty replacement products directly to customers' home addresses is at the discretion of ADP Management. We will assist where reasonable to ensure customers receive their replacements in the best possible timeframe.

Requests for delivery of oversized or bulky items (e.g., large vanities) by ADP representatives are subject to the representative's discretion. Delivery of these items is limited to the front door or garage. ADP is unable to deliver large or bulky products upstairs or to locations with difficult access. This limitation is in place to comply with Work Health and Safety regulations.