

Dear customer,

We are very happy to notify you that your order has been shipped and is currently on the way to you. Below you can find important notes and things to look out for when expecting and receiving your greenhouse. Please make sure to read all notes provided and feel free to reach out if you may have any questions.

1. **Schedule your preferred day and time for your order delivery.**

As soon as your order has arrived at the nearest terminal by your delivery address, our shipping agent will give you a call to schedule day and time window for delivery of your order to the chosen address. The tracking number is not provided, but upon your request our support team will be glad to provide one.

2. **Receiving your order.**

As per our terms, it is the customer's responsibility to make sure to note any visible damage or lost boxes (partial deliveries) on delivery receipt with the driver at the time of order delivery. We put a lot of effort into packing each of the boxes, so its contents are well protected during transit and arrive at your location with no issues. Yet, since we are not handling each shipment ourselves we cannot guarantee every delivery to be flawless. We kindly ask you to leave written notes with the driver on the Delivery Receipt if you notice any visible damage on the box(es) or if box count delivered does not match the count shown on the delivery receipt. Delivery receipt is the most important document when it comes to insurance claims. If you see something - please make sure to note it on the delivery receipt.

3. **In case of damage or partial delivery (missing boxes).**

If you notice damages to the carton(s), we kindly ask you to still accept the shipment. We ship hundreds of greenhouse kits and accessories, and even on rare occasions when small damages are noticed on the outside cartons - inner contents usually do not get damaged. For rare events of partial delivery, in most cases the missing boxes are usually located and re-delivered within several days.

4. **In case of damage**

After receiving the shipment and leaving a written note of possible damage with the driver on delivery receipt, please follow the following steps:

- a. Immediately notify our support team of possible issues by sending an email to sales@climapod.com. This email should reference your full name, address, and order number.
- b. Open and examine each of the boxes right away.
If it happens that there is damage to some of the parts, please make a list of parts that got damaged referencing the part's item number. Each part has a sticker applied which shows the part number referencing assembly manual. This list along with photos of each damaged part needs to be sent to our support team by email. Such email needs to be sent to sales@climapod.com within 72 hours of receiving the order.
- c. Upon receipt of such notice and copy of proof of delivery (which we will be requested from the carrier) our support team will prepare all the needed replacements parts and have them shipped as soon as possible.

5. **In case of partial delivery**

If some of the boxes seem to be missing please note the total count of pieces received on the delivery receipt with the carrier's driver. NOTE: some orders come with few identical size boxes which are packed together as one piece. Please make sure not to count such boxes as two or more pieces. Each packed/wrapped piece is counted as one. If you are not certain about the counts, please contact our support team to verify the total QTY of items/boxes shipped.

Please do not hesitate to reach out with any questions you may have. Our team members will do anything in our power to assist you.