

Damaged or Missing items not reported or reported outside the specified timeframe do not qualify for free replacement parts and may incur an additional customer expense.

Dear Customer,

We are very happy to notify you that your order has been shipped. Below are important notes and instructions for receiving your greenhouse. Please read all the notes provided and feel free to reach out if you have any questions.

Scheduling your delivery

As soon as your order arrives at the terminal closest to you, the carrier's agent will give you a call to schedule the day and time for delivery of your order. The tracking number will be provided in the body of the email sent out at time of shipping.

Receiving your order

As per our refund/cancellation policy, it is the customer's responsibility to note any visible damage or lost boxes (partial deliveries) on the driver's delivery receipt (POD, Proof of Delivery) at the time of delivery.

We hand pack, triple check, and assemble each box so its contents are well protected during transit. However, once it is picked up by the carrier, we can no longer guarantee it arrives with no issues. While uncommon, if issues arise, we need your help for us to make it right for you and your greenhouse.

The POD (Proof of Delivery, Driver's Delivery Receipt) is the most important document when it comes to getting replacement parts shipped to you as quickly as possible. You are **required** to sign the POD (Proof of Delivery, Driver Delivery Receipt), don't let the driver in a hurry tell you otherwise.

We ask that you do the following on the day of delivery.

Please Note: In rare cases a carrier might suggest the use of a Lift gate for your delivery. A Lift gate is not required for delivery. All packages can be offloaded by hand, by one or two people. Any request for lift gate service requires approval by the shipper and will incur an additional charge at the customer's expense.

1. Please use the Packing List (As emailed to you) to cross-reference the quantity and content of the packages in your order. All our Greenhouse kits consist of at least 3 or more boxes. (The exact number of boxes varies depending on the kit that was ordered).
2. Before signing for your Greenhouse, double-check that the labels on the packages have your name and address and that the **item count from the label matches the item count on the packing list**.
3. If you notice any **visible damage** or if the **box count** delivered does not match the one shown on the delivery receipt, we kindly ask you to leave written notes with the driver on the POD (Proof of Delivery, Driver's Delivery Receipt).
4. Even when your packages look undamaged on the outside, we kindly ask you to open all boxes **within 3 Days from date of delivery** and inspect the contents.

Shipping a greenhouse is expensive. You have paid for this delivery, take your time to inspect your delivery and make sure your product has arrived properly. If you are told any information that is contradictory to these instructions, please default to the instructions laid out in this document.

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In case of damage to the packaging:

If you notice damage to the carton(s), we kindly ask you to make note of the damage on the POD (Proof of Delivery, Driver's Delivery Receipt) and to still accept the shipment. We ship hundreds of greenhouse kits and accessories and on rare occasions when damage is noticed on the outside of the carton, the inner content is usually still intact. Please notify our support team via email **within 3 Days from date of delivery**. Shipping@climapod.com

In case of damage to the product:

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

- a. Open and examine each box. Claims of hidden damage must be made **within 7 Days from date of delivery**. Make a list of all damaged parts, please use part numbers. Every part has a sticker that shows the part number. Please photograph each of the damaged parts needing replacement.
- b. Notify our support team of possible issues via email **within 7 Days from date of delivery**. Shipping@climapod.com. Please include your full name, address, order number, damaged parts list, and photos of all damaged parts in the email.

Upon receipt of such notice our support team will begin processing your replacement parts and ship them out to you ASAP.

In case of partial delivery:

Please note the total count of pieces received on the driver's delivery receipt. The missing boxes are usually located and re-delivered within several days. However, we still ask that you contact us immediately as soon as you confirm you have missing packages. This allows us to start the investigation process ASAP.

NOTE: Some orders have similar/identical sized boxes which are packed together as one piece. Each packed/wrapped piece is counted as one. Please use caution not to double count these as they are one piece. If you are not certain about the quantity of items received, please use the Packing List as reference. If you need further help, please contact our shipping support team. Shipping@climapod.com

Please do not hesitate to reach out with any questions you may have.

Modular Organics LLC
www.ClimaPod.com
Main Phone: 360-ORGANIC (360-674-2642)
Office Phone: 425-822-7770
Shipping@climapod.com

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EXAMPLE LABEL:

CROSS CHECK NAME FOR ALL PIECES

From: Modular Organics LLC
10932 Issaquah-Hobart Road SE
Issaquah, WA 98027
Ph: 360-674-2642

**CLIMA
POD**

**Ship to: [Customer name]
[Shipping address]
[Phone number]**

Order #0005555
Item: Virtue 9x14 Complete/Custom

Item: /5

CROSS CHECK ITEM COUNT FOR ALL PIECES

TERMINAL/DRIVER INSTRUCTIONS

If you have more than one shipment/BOL from MODULAR ORGANICS, please ensure that each order is separated properly. Check item counts and consignee names on BOTH your paperwork and our labels (ABOVE)

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