



Designa's® Delivery & Third-Party Carrier Policy

The express terms of all Designa® sales are "ex-warehouse, Ellerslie". It is important to fully understand that any carrier used to deliver your tiles will be considered to be your agent despite the fact that Designa® may have physically organised the dispatch of your order. If you wish to instruct us to use a particular carrier for your delivery then we would be happy to do so.

For Designa's® part, we will ensure that your order leaves our warehouse in good condition and appropriately packaged and strapped. If any damage occurs in transit you will need to ensure that your right of recovery against the carrier is preserved. Cartage contractors typically WILL NOT accept any responsibility for loss or damage occurring to goods in their physical and legal control unless their procedures are followed exactly. Different carriers have different processes, but the following general principals need to be considered:

1. Do not sign for the acceptance of deliveries without always including the phrase "subject to inspection" next to your signature. Common carriers will not accept any responsibility for loss or damage if they are holding a "clean" (i.e., unendorsed) delivery receipt signature.
2. It is very important that all third-parties who may accept deliveries on your behalf (for example, tilers, contractors, your builder etc.), are aware of the need to ALWAYS provide only a suitably endorsed signature (see above). Even if they are not suspicious or concerned about unknown breakages or damage it is vital that they habitually sign with "subject to inspection" on every delivery confirmation.
3. Immediately upon identification of any loss or damage (often carriers will stipulate a maximum of 7 days, but you will need to check this), you must contact the carrier and follow their claim process precisely. This may involve completion of the carrier's claim form &/or allowing the carrier or its representative to inspect the damage etc.
4. Do not discard or throw away the broken material or other evidence of loss. Keep it until the carrier has had an opportunity to inspect it.
5. If you are able to take your own photographs and note the name and contact details of the delivery driver and any witnesses who are able to support your claim, then it's good to do that too.

Of course, Designa® will acknowledge and accept responsibility for losses or damage to product that we have sent you if it was damaged because it was inadequately wrapped or packaged for dispatch. Please bring any instances of this occurring to our attention immediately. If possible, we would appreciate a photograph of the damaged goods and packaging at the time of receipt so that we are able to better understand the issues and ensure there is no repeat.

If you have any questions about deliveries or the process to follow if it appears that there may have been damage, please don't hesitate to contact Designa® immediately.