



CARRIAGE OF FRAMED GOODS FROM CUSTOM FRAMES

As you possibly know Custom Frames are always pleased to assist not just in our main business of picture framing and display but in all ways to assist our clients in any way we can. One of these is to package clients framed work with heavy duty packaging suitable to be despatched with the general carriers.

All work sent out on our customers behalf is packaged to a high standard with foam, bubble wrap, MDF and fluted card. This should be more than adequate for normal over-night carriage however should damage occur this would be attributable to carriers mishandling of the goods and due to this, we are reviewing our policy on forwarding goods for clients.

Our clients have the choice (once we have packaged goods) to either, one arrange their own preferred carriers to collect the goods directly from our studio in Bulwell or two, ask us to arrange this on their behalf.

Should the second option be your choice, please read our Terms and Conditions below. By requesting arranged carriage thorough Custom Frames Ltd you will be agreeing to these Terms and Conditions

TERMS & CONDITIONS

Whilst we are always pleased to arrange carriage on behalf of our clients, we do this as a courtesy service. If loss or damage occurs once the parcels have left our premises any issues must be taken up with the carriers involved with this delivery. Any goods despatched by us will automatically be put on a fragile handling service at no extra charge however this is no guarantee that damage will not occur and Custom Frames Ltd cannot accept any liability to replace or reimburse lost /damaged or late delivery of goods.

Standard insurance (given by the carriers) on any uplifted goods is £13.00 per kilogram with an excess for the first £50 of the value. Please note glass will not be covered by any of the major carriers.

Claiming on any carriers insurance can be a lengthy and time consuming process however if a claim was to be made by our clients for an amount over the £50 excess we would fill in the relevant forms and negotiate on your behalf (as a third party you would not be able to liaise directly with the couriers) we would pass on any information and keep you informed of the progress or outcome.

Damage must be reported within 3 days and lost items reported within 5 days.

Whilst we always endeavour to produce perfect framing should any issue occur with goods /frames produced by us, we will always be happy to listen to any complaints and rectify or adjust any work or component that may be faulty. If goods have been despatched by our clients or in the event we have been requested to despatch on their behalf Custom Frames Ltd cannot accept any liability for carriage to return the goods back to our premises for inspection. In certain circumstances however it may be possible for us to re-despatch free of charge (U.K mainland only).

To avoid any issue for our clients despatching goods to a third party (regarding these last points) we would strongly recommend an inspection of the goods prior to packaging.