

DAMAGE DURING TRANSPORTATION

Because transportation of goods is not completely under our responsibility, we ask our customers to inspect all received products. It is mandatory that you declare IMMEDIATELY all damage or possibility of damage caused by carrier. Please read carefully directions below so carrier's responsibility may be established.

If you notice a damage upon reception of your product, please send it back immediately (with same carrier) at no charge.

Merchandise Inspection

- All possible damages must be declared to Oceania Baths within 48 hours of delivery. No claim will be accepted after that 48 hour delay.
- All deliveries of baths must be inspected upon receipt for any damage to the box itself and to confirm the bath is in good shape;
- Carrier must be notified of any damage to the crating/box and merchandise itself; (see below the typical note to write on Bill of Lading)
- Damage to crating or box must be noted on the Bill of Lading at the time of delivery:
 - If you do not inspect and note any damage upon receiving product, you forfeit the right to make a claim against the carrier. If you sign the Bill of Lading, you state that you received the products in perfect condition.
 - Notating on the Bill of Lading that there is hidden damage allows the following as per the Canadian Transportation text law:

In case damage to the box is detected and/or suspected to have affected the merchandise within the box, please use this key sentence or part of it for the Bill of Lading:

***“Possible Hidden Damage
to the merchandise inside the box, Subject to inspection”***