

ARTISTIC OVENS

SHIPPING POLICY

Last updated: March 1, 2026

1. Shipping is done by third party logistic companies of our choice. Product is fully insured during transportation until the moment it arrives at the destination only. Processing orders take 48 hours plus shipping time for inside the USA allows between 3 to 10 +/- business day to arrive product depending on the location in the USA. Products are shipped from California, PST. Consumers will get notification once the product is shipped out.

2. Handle the shipping: The buyer must inspect the Items upon Logistic / trucking companies' delivery. Compare received material order with your order when the carrier is delivering the material.

2.1 Please take pictures, notify the driver, and choose to reject any materials that are substantially damaged during transportation.

Note: Crumble edge foundation concrete corners, uneven brick corners, stucco paint minor hair line cracks or scratched on the exterior walls and brick or minor rust on the cast iron doors are natural of the product. The oven comes with a touch up exterior kit. Read "**Sales Term Conditions**" document.

2.2 You can ask the driver for a copy of the damaged paperwork with his signature.

2.3 You can choose to receive materials subject to further inspection if it is minor damage or something is missing from the delivery providing that the minor damage or if something is missing on the delivery **is documented by the drop off driver with his signature.**

2.4 Our logistic companies are insured. **Claims not reported to the driver at the moment of delivery are not covered by us.** We will not be liable and responsible for any cost of damage or missing parts without documentation. We will do everything possible to help our customers, but receiving materials and documenting the drop-off by the buyer or party receiving merchandise is fundamental to resolve claims for damage or missing parts. Please contact us or the Retail store immediately. File a claim with the transportation delivery company, contractor, or delivery agent.

TIPS:

a) Inspect products "**TAKE YOUR TIME TO INSPECT**" when receiving, especially from freight cargo companies, and prior to installation. Installation is acceptance of the product. **No returns are allowed once unpacked or used among other conditions.** Read "**RETURN AND REFUND POLICY**" <https://www.artisticovens.com/about>

b) **Please take photos and Videos** when truck arrives and deliver the product(s). Inspect the oven for visible damage on the crates and ovens. **Remove plastic cover to see** the oven and see for damages. You can inspect the exterior and the interior of the oven by removing the front with a screwdriver.

c) Look for serious damage like dents to the Oven walls and foundation or damaged door or chimney cracks. If the crate is intact that is a good sign that the oven is ok.

d) Check for missing parts inside the ovens.

e) Do not accept products if they show visible damage to the product.

- Write a note on the delivery paperwork regarding visual damage and get the driver to acknowledge before leaving the drop off area.
- Take pictures or video, email it to us at sales@artisticovens.com
- Reject delivery if it is damaged. Please contact Artistic Ovens so we can replace the unit or refund the money.

3. Artistic Ovens will handle shipping cost replacement and returns if material was delivering damage by the carrier **providing that the person receiving detects and reports** the visible damage or missing components of the product to the driver dropping off the Ovens or products. Once the delivery truck leaves without any complaint report, any other concern or issue the customer will need to contact Artistic Ovens so they can provide the best solution to any issue regarding their products.

4. We are not liable for products mishandling during transportation by the customer's own shipping arrangement, installation, usage, and maintenance of the products. Only in writing upon our customer service approval customer will be able to return material in its original unused packaging. Freight costs will need to be paid by the customer to be returned. Installation and removal labor costs are not covered by us.

5. We disclaims any responsibility for damage caused to our merchandise by anyone other than a shipping company chosen, arranged, and paid for by us, including but not limited to shipping companies arranged and paid for by you or your representative. In the event of damage to our merchandise caused by you and your shipper, you must file all damage claims with your shipping company and/or insurance company.

6. Will-Call / Customer Freight Pickup: If you arrange your own shipping company or freight forwarder to pick up your order, the sale is made **EXW Hayward , California, USA 94545 . Risk transfers to the buyer at pickup. We are not responsible for shipping damage, delays, or export logistics. See Will Call policy or request the Will Call Policy.**

Note: Artistic Ovens is not liable for products mishandling during transportation by the customer's own shipping arrangement, installation, usage, and maintenance of the products.

NOTE: For Returns. Please read the **“RETURN AND REFUND POLICY”** at <https://www.artisticovens.com/about>. Only in writing upon Artistic Ovens approval customer will be

able to return material on its original packaging and unused. Freight costs will need to be paid by the customer to be returned. Installation and removal labor cost is not covered by Artistic Ovens.

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