

ARTISTIC OVENS, LLC

WILL CALL POLICY

Will-Call Pickup & Customer-Arranged Freight Policy

1. Customer-Arranged Freight

Customers may arrange their own shipping company, freight forwarder, or logistics provider to pick up orders from our warehouse.

All shipping arrangements, costs, insurance, and transportation are the **sole responsibility of the purchaser**.

Our company does **not coordinate or manage third-party shipping arranged by the customer**.

2. Transfer of Responsibility (EXW Terms)

All orders picked up by a customer or by a third-party freight company are sold under:

EXW (Ex Works) – [Warehouse City located in HAYWARD, CALIFORNIA, USA]

Ownership and risk of loss transfer to the buyer **at the moment the goods are released to the carrier at our warehouse**.

After pickup, the seller is **not responsible for**:

- Shipping damage
- Loss in transit
- Delays
- Customs clearance
- International duties or taxes

3. Freight Forwarders & Export Shipments

If a freight forwarder or logistics company is used, it is considered **the customer's agent**.

The customer is responsible for:

- Export documentation
- Ocean or air freight booking
- Import duties and taxes in the destination country
- Compliance with import regulations

The seller is **not responsible for export processing once the order is picked up**.

4. Pickup Authorization

Before pickup, the customer must provide:

- Freight company name, phone
- Paper work and authorization letter that shows that they have authorization to pickup order.
- Driver name (if available)
- Pickup date and time
- Order number

The driver must present identification and sign a **pickup release or bill of lading**.

Orders will not be released without proper authorization.

5. Packaging

Products are packaged appropriately for standard domestic transport.

If special **export crating, palletizing, or protective packaging** is required, additional charges may apply and must be requested in advance.

6. Inspection at Pickup

The freight carrier is responsible for **inspecting the shipment at pickup**.

By signing the pickup receipt or bill of lading, the carrier acknowledges that the shipment was received in good condition.

Claims for damages after pickup must be filed with the **freight carrier**, not the seller Artistic Ovens

7. Sales Tax

Orders picked up in the State of California may be subject to **applicable California sales tax**, even if the customer arranges export through a third-party freight forwarder.

Customers are responsible for understanding any tax obligations related to their purchase.

8. Storage Fees

Orders must be picked up within **[commonly 5-10 business days]** after notification that the order is ready.

Storage fees may apply to orders not picked up within the specified timeframe.

Artistic Ovens, llc
sales@artisticovens.com
(510)860-8851