

Trade Sample Delivery and Recovery Program

Process and Standards

U.S. Messenger provides trade sample delivery and recovery to the contract furnishings and other design related industries.

The following standards, criteria and conditions apply to this segment of deliveries:

- At the time of order entry, the clients must give a complete description of the item(s) being transported. (Size, Weight, Type, Material). Proper vehicle size must be selected. Vehicle size is determined by using the elements listed and that would ensure the safest and most protected delivery.
- Items weighing in excess of 75 lbs. will require a helper unless a helper is provided by the client at both ends of the delivery.
- It is strongly encouraged that the clients wrap, package and work to protect (in as close to original packaging as possible) all items that are transported. Items that are not client wrapped are not insurable, no value may be declared and no claim other than the basic $100 automatically applied to all deliveries will be accepted. U.S. Messenger reserves the right to refuse declared values at any time. It is understood that the U.S. Messenger team will work to ensure an on time and intact delivery and will provide basic materials to help ensure we are giving care and consideration to the delicateness of the items being delivered. Practical precautions including but not limited to straps, cords, strings, blankets and other securing implements will be used and reasonable care will be taken to secure items while in transit. However, a slight to moderate amount of movement and environmental conditions should be expected during transportation of any item. Unless an item is client packed to acceptable specifications, U.S. Messenger is not responsible for scrapes, scuffs, dents, dings, dirt, smudges or other minor damage. If an item is rendered unusable for future display as the result the negligence of our delivery staff, U.S. Messenger will only reimburse the client $100.00 which is the valuation automatically applied to all deliveries unless additional coverage is declared, purchased and accepted. This claim must be filed in writing and sent to claims@usmessenger.com within 24 hours of the delivery transaction.
- Complete reimbursed coverage is only available on items that have been inspected in advance, are packaged in original packaging and are unwrapped at the time of delivery. No coverage is available on deliveries containing glass or other fragile design materials. Packaging services can be purchased through U.S. Messenger for deliveries on an on-demand basis and vary in price range.
- These deliveries must be placed on Emergency or Direct Services.

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