

**Please print/sign this page and include it with your shipment.**

This guideline addresses concerns about shipping, estimating, and liability while your object is in the care of Terra Nuova Restorations (TNR)

**Shipping Instructions**

Each shipment should include your name, address, phone number, and e-mail, as well as a list of the item(s) and a description of damage. Individual broken pieces should be wrapped separately, bagged together, and placed near the object. This will prevent loose pieces from getting more damaged or lost during unwrapping and cataloguing. Please pack according to shipper recommendations using a padded double box method, and adequate bubble wrap with a minimum of a 2" buffer between object and box.

**Estimates & Charges**

Please anticipate a 5-day evaluation & estimate time. Estimates are free although on occasion badly broken, previously glued or painted-over surfaces necessitate an initial expense to properly estimate and select the best method of restoration. If a cost is in order, TNR will call before beginning a project. Be aware that estimates are not firmed charges, and may range between (+/- 20%) of final charge.

**Liability**

I agree Terra Nuova Restorations will not be held liable for your items' loss due to damage of any kind during restoration and shipping. Precautions and great care to prevent loss/damage are standard practice with TNR, but it is possible that an unseen blemish in the clay body may lead to further breakage. Further, restoration is not a benign process, and standard repair techniques (although tested & trusted) do pose a risk. Please check with your insurance company, as many homeowner & business policies may cover your items during restoration and shipping. Be warned that postage (UPS, Fed Ex, etc., or US Postal) may cover up to but not over \$500 for antiques, ceramics, glass or objects of art. You should inquire about their dollar restrictions when selecting shipping insurance. If you do not instruct TNR in writing about your preference for carriers and amount of insurance, TNR will choose UPS Ground with \$500 insurance.

Again, you may want to check your insurance coverage for items while at T.N.R. during restoration & shipping. TNR does not have insurance, but prefers to pass on a lesser overhead to you ... the customer.

Your signature reflects understanding of the above disclaimer and will be kept on file at Terra Nuova Restorations.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed name \_\_\_\_\_