

Please print this page and include it with your shipment.
after you have called to discuss your restoration needs.

This information is a guideline for customer concerns about shipping, estimating, and liability while your object is in the care of Terra Nuova Restorations, and your signature is necessary.

1. With each shipment please enclose your name, address, phone number, and e-mail, as well as a list of the item(s) and a description of damage.

2. Broken pieces need to be wrapped separately, bagged, and packed near the object. This will prevent loose pieces from getting more damaged or lost during unwrapping and cataloguing. Please package according to postal/shipper recommendations using a double box method, plus adequate bubble wrap, with a minimum of a 2-inch buffer between object and box.

3. Please anticipate a 5-day evaluation & estimate turnaround time. Estimates are free but shipping & handling charges are the responsibility of the owner. On occasion badly broken, previously glued or painted-over surfaces necessitate an initial expense to properly estimate and choose the best method of restoration.

4. Terra Nuova is not liable for theft or damage. Please check with your insurance company, as many homeowners and business policies may cover your items during restoration. Further, postage (UPS, FedX, Airborne, or US Postal) may cover up (but not over) \$500 for antiques or objects of art, and you may want to inquire about dollar restrictions when you select shipping insurance.

Precautions and great care to prevent further damage during restoration are standard practice with Terra Nuova Restorations, but it is possible that an unseen blemish in the clay body may lead to further breakage. Terra Nuova will not be liable in the event of fire or natural disaster. Again, you may want to check with your insurance for coverage of your item during restoration.

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

Signature: _____ Date: _____

Printed name: _____