

Shipping policy

Thank you for visiting and shopping at Arteflame.

Please note that all freight shipments are delivered curbside. If you have special delivery needs or instructions, please contact the delivery company to communicate these. Arteflame freight is only to the curbside.

All orders will process within 3 business days. This does not mean the order is guaranteed to ship but we make every effort to ship within 3 business day after processing (This INCLUDES Expedited shipping). UPS Freight orders will not be shipped or delivered on weekends or holidays unless special arrangements are made. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of your order, we will contact you via email or telephone.

UPS Freight Shipments (All Arteflame Grills) - You Must Be Present To Accept Delivery.

Delivery Inspection

Every freight shipment is insured. But in order to collect the insurance on damaged goods the receiver MUST INSPECT THE SHIPMENT BEFORE SIGNING FOR IT. Legally, when Arteflame signs the shipment over to the freight company, the freight company owns it. When you receive the item and sign for it, you own it. Therefore it is imperative that you carefully inspect your shipment for any damage. If there is any damage at all you must note the damage on the freight bill. This is the only way you will be compensated for the damage. Customers are required to thoroughly inspect all packages and boxes. Failure to do so will bar the customer from recovery for undiscovered damages. Per the policies and regulations of the freight companies, shipping liability is transferred to the customer once goods are delivered and signed for. Please do not automatically assume that the contents of your packages are undamaged simply because the boxes appear intact. Even if the truck driver is impatient or rushed, please keep in mind that this transfer of liability is taking place, making the customer ultimately responsible for undiscovered damages.

IMPORTANT! All DAMAGES must be reported to 1-833-727-0123 within 48 hours of delivery.

Estimated delivery time;

UPS Standard 3-5 business days

UPS Freight 5-7 business days - UPS will call you to schedule the delivery of your grill.

Shipping charges

Any products returned where shipping was included, “free” or discounted (Flat Rate) during purchase, the shipping cost will be deducted from the return refund or in the case of

discounted (flat rate), the difference in shipping cost will be deducted from the return refund. Any refused shipment or any cancelled orders that have already been shipped will be refunded minus the shipping charges.

Shipment confirmation & Order tracking

You will receive a Shipment Confirmation Email once your order has shipped containing your tracking number(s). The tracking number will be active within 24 hours.

Customs, Duties and Taxes

Arteflame is not responsible for any customs and taxes applied to your order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.).

Damages

Arteflame is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact the shipment carrier to file a claim.

Please save all packaging materials and damaged goods before filing a claim.

International Shipping Policy

Rates are subject to change depending on the country.