



## PORTOFINO International Trading USA

Importer and Exporter of Crafts and Gifts

Dear Customer,

This disclosure is to confirm Portofino International Trading USA, Inc. (here after referred to as “Portofino”) shipping policy for any glass items, is to only provide them in prepackaged boxes and that all orders including glass items will only be shipped on pallets of 20 cases of product or more.

This is done to insure that the movement of such items to your destination is as safe as possible. Experience has taught us that glass items do not survive well in shipment unless we attempt to limit the handling of such items.

Should you elect to sign the below responsibility waver, you acknowledge that Portofino does not have any responsibility for broken glass items if the shipping method deviates from Portofino Policy.

Portofino will take every precaution it can reasonably take to insure the items are protected but will not repack or ship any glass items in quantities less than standard factory packaging.

By signing below you acknowledge that Portofino has no responsibility if any of our glass items shipped to you are received damaged. That your options are to identify the damage prior to the carrier leaving your business after delivery and if there is damage, acquiring the delivery agents signature acknowledging the damage, and submitting a claim with the carrier or accepting the damaged glass items for which you may dispose of them by any means you choose.

### Responsibility Waiver

I, \_\_\_\_\_, the \_\_\_\_\_ of the business \_\_\_\_\_, by signing below, hereby accept full responsibility for any glass items received damaged from Portofino due to my decision to require Portofino to ship requested items in a manner different than Portofino’s shipping policy, as stated above in this disclosure. I further acknowledge that this waver will be in effect until I request it be changed.

Signed \_\_\_\_\_

Print Name \_\_\_\_\_

Date \_\_\_\_\_