

Shipping & Storage Policy

Listen, package delays and loss before reaching the right destination are frustrating. There are increasing reports of packages lost in transit or delivered to the wrong address or person. We cannot guarantee mistakes or headaches will not happen, but we know the recipe for success to ensure the least likelihood of a shipping error.

Framework IT intends to provide the best possible outcomes for our clients. As such, we require our clients to take the following steps in the order listed should you be shipping equipment to Framework.

- 1) Notify Framework IT via a ticket that you have equipment to ship to our Chicago office. Include the complete contents of the package, the reason for the shipment, and the long-term intent of the equipment when Framework IT receives it.
 - a. Example: I need to ship Framework IT a laptop for a user no longer with our company. We plan to repurpose it for a new user we are presently interviewing to hire.
- 2) Framework IT's ticketing system will auto-reply with an email including the ticket number associated with the shipment.
- 3) At this time, order or create a shipping label for your shipment and send it to Framework IT at the following address:
 - a. Framework IT
 - b. ATTN: <Your Ticket Number Here>
 - c. 700 N Sacramento Blvd. Ste 101
 - d. Chicago, IL 60612
- 4) Once ordered or shipped, respond to the ticket with the tracking number and ETA of the package.

General Policies:

- 5) Framework IT has limited storage space. As such, we do not offer long-term storage. Any equipment stored at the Framework IT office must have an intended use and be distributed within 90 days or 30 days for bulk items.
 - a. Equipment held beyond 90 days with no intended purpose for the client will either be shipped back to the client or recycled. All costs incurred will be billed to the client.
- 6) Framework IT reserves the right to charge for storing equipment at its sole discretion.
- 7) Framework IT is not responsible for lost or stolen packages during shipment, while in transit, or after signature (unless signed for by a Framework IT employee).
- 8) The client will be solely responsible for all communications with the shipping provider and any costs involved.
- 9) Clients must provide their shipping labels for equipment sent to Framework IT. We recommend insuring your package for the appropriate amount to cover the items in your shipment and requiring a signature upon delivery.
- 10) Framework IT will provide the shipping label with appropriate shipment insurance for equipment shipped from Framework IT. All packages insured for over **\$500** will require a signature upon delivery. Framework IT will bill clients for shipping costs.
- 11) Items shipped to Framework IT intended to be recycled will be done at cost to the client.
- 12) Framework IT does not ship internationally.