



## Crating & Shipping

### SHIPPING OUTSIDE OUR DELIVERY RANGE

Sans Soucie will deliver & install within a 250 mile radius of our Studio, located in Palm Desert, California. If your project location is outside of this range, then your pieces, (unless you specify otherwise) will be delivered to and shipped by Desert Freight Services. We have chosen this particular company for our shipments because of their knowledge and expertise, and the special care they take in handling, packaging, crating, shipping and most importantly; insurance of our Art Glass. They are experts in their field and are professional, extremely thorough, and we have experienced outstanding quality and customer service working with them over the years. You can contact Desert Freight Services ([www.freightforwarding.com](http://www.freightforwarding.com)), ask for Steve, he's the owner, at (800) 810-0146 for any questions related to the shipping process.

When we have completed your piece and prior to delivery to Desert Freight, we will take a photograph of it and email it to you. This will serve as notification that all work is complete and that your piece has been delivered to Desert Freight for packaging, wood crating and shipping. FINAL payment to Sans Soucie will be due upon delivery of your item(s) to Desert Freight, prior to shipment.

Payment can be made by check or a credit card. For credit card payments, please contact us toll free @ (877) 331-3397 or (760) 328-3399. For expediency, we recommend that final payment be made by a credit card, but it is not required.

Once Sans Soucie delivers your item(s) to Desert Freight, they will be contacting you and you will then work directly with Desert Freight for status on packing, crating, shipping and insurance. (You will become their client and they will pay us if the item arrives less than perfect). All payments to Desert Freight are done by credit card, which gives you, an extra layer of protection if in fact the item arrives in less than perfect condition.

### TIME-FRAME FOR PACKING, CRATING & SHIPPING

Depending upon Desert Freight's schedule, work-load and the nature of your piece(s), packaging and crating of your piece will require 2-7 business days from the day we deliver your piece to Desert Freight. Actual shipping time is usually between 2-7 business days, of course depending on where it is going. All together, please allow a total of (2-3) weeks from the time we complete your piece, to the time it arrives to you. We understand that this is a lengthy time frame, but it will be well WORTH IT. Your Art Glass will arrive to you safe and sound, and in one piece!