

# Dusty Strings

## Receiving Your Harp

*This document contains important information about what to expect and do when your harp arrives.*

### **Receiving and Inspecting Your Harp**

When the harp arrives, the driver will ask you to sign for the shipment. *Before* you do so, inspect the shipping box for any signs of damage. If you see any damage to the box, make sure that it is recorded by the driver when you sign. On the chance that there is internal damage, you want it to be officially notated that the box was crushed, torn, had a hole in the side, etc. when it arrived. Please do not refuse the shipment!

If it looks really bad, don't panic! As long as you note any visible damage to the box before you sign for it, you can safely take delivery. We pack our harps so they are not touching the outer box, which means that even if the box is damaged, the harp is most likely fine. If you can, take pictures of the packaging before you open it, and make sure you keep the packaging until any damage issues are resolved. Once you unpack the instrument, inspect it thoroughly. If you do find signs of damage, call us and we'll help you through the next steps.

### **Additional Accessories**

Sometimes, the safest place for us to pack accessories is not the first place you might look for them. Before you throw away the packaging, make sure you have found all the items on your packing list. If there's something missing, first check all of the case pockets and then check through the packing materials. Items are often wrapped in bubble wrap or paper, and are sometimes taped to the box or the inside cardboard piece to prevent them from shifting during shipping.

### **Shipping Method**

#### **Small Harps (26 and 34 strings)**

Our small harps are usually shipped via UPS. Unless you have expressly waived the signature requirement, there will need to be someone there to sign for the harp when it arrives. To make the coordination easier, we can call you or email you with the tracking number. Then you can go to the UPS website, enter the number, and find out the status of the package and what day they expect to deliver it. If no one is home when they attempt a delivery, they will leave a note and come back the next day, but after three attempts they will send the harp back to us. If that happens, you will be responsible for the shipping costs both ways.

#### **Large Harps (36 strings)**

We ship our larger harps with a freight company. They will call you to coordinate a time to deliver the harp when there will be someone there to receive it.

#### **Shipments to Alaska, Hawaii, or outside of the U.S.**

The shipping method will vary from shipment to shipment depending on what's most affordable to that location. We will let you know what to expect in your particular situation.

