

SHIPPING & RECEIVING CHECKLIST:

IMPORTANT: PLEASE READ THIS ENTIRE SECTION BEFORE UNLOADING THE CONTENTS OF THE SHIPMENT

- **DO NOT SIGN FOR YOUR ORDER** WITHOUT THOROUGHLY INSPECTING THE CONTENTS OF EACH DELIVERED PALLET. To ensure that your order has arrived in good condition, we strongly encourage you to open each pallet delivered and carefully inspect the contents before signing the delivery receipt (Proof of Delivery). Once you sign the delivery receipt, you are certifying that your merchandise arrived in good condition and that both the shipper and freight company are free of any liability.
- **IF ANY ITEM APPEARS TO BE DAMAGED**, HAVE THE DRIVER WRITE “DAMAGED,” WITH THEIR INITIALS, ON THE PROOF OF DELIVERY (P.O.D.) FORM. This step is essential to document that you received damaged components in shipment.
- **CHECK THE CONDITION OF THE SHRINK WRAP AND WARNING TAPE.** If the shrink wrap has been removed and/or damaged, check the shipment’s contents immediately, and document any damaged item(s) on the Proof of Delivery (P.O.D.) receipt. The shrink wrap should not be removed. Taking accurate photos of this it can help ascertain and document the origins of product damage. Document if shrink wrap has been removed.
- **CHECK AROUND ALL SIDES OF THE SHIPMENT FOR ANY EXTERNAL DAMAGE(S).** Check condition of pallet (skid) for any abuse during shipment. If there is damage to the pallet, there may potentially be damage to the contents directly resting against the pallet (the bottom). Take pictures of any external damage(s).
- **NOTE: NEVER WRITE:** “SUBJECT TO INSPECTION”, “NO VISIBLE DAMAGE”, or “DAMAGE TO CRATE/PACKAGING”, “POSSIBLE DAMAGE” ON THE P.O.D. The freight company will not accept a damage claim, if any of these phrases are written on the P.O.D. form. If you see that any part of the shipment is damaged, please simply write “DAMAGED,” then give more detailed information. For example: “DAMAGED –HOLE IN CARDBOARD BOX, CAN HEAR BROKEN GLASS RATTLING.”

- **MAKE NOTE OF WHICH BOXES WERE RECEIVED IN DAMAGED CONDITION.** Photos will help you document this determination more concretely. Have the DRIVER make note of your damage assessment on the P.O.D. with THEIR INITIALS. IF THE DRIVER IS IN A HURRY AND WILL NOT ALLOW YOU TO MAKE A THOROUGH SHIPMENT INSPECTION, INITIATE A QUICK VISUAL EXAMINATION OF THE CONTAINER'S EXTERIOR CONDITION. Inspect the containers for external damage. If any blemishes are visible to the shipment's exterior, or you can hear something damaged inside (such as broken glass), have the DRIVER write "DAMAGED" with THEIR INITIALS on the P.O.D. and receive the shipment as damaged. Take pictures of any external damages.
- **AFTER THE DRIVER HAS LEFT, THE SHIPMENT AND ITS CONTENTS MUST BE FULLY INSPECTED FOR ANY DAMAGES PROMPTLY. WE ONLY HAVE 72 HOURS TO FILE A CLAIM WITH THE SHIPPING COMPANY.** Please do not wait weeks or months to open up your packages. You are only allowed 72 hours to report any product damage. The freight company and the shipper cannot be held liable for any damages reported after this 72-hour window.
- **KEEP ALL ORIGINAL PACKAGING AND PARTS.** If you do submit a damage report during the 72-hour window, we advise you to keep all original packaging. Once the damaged claim form is forwarded to the freight company, an inspector may be sent out to personally examine the damaged package and its contents, in order to process the claim properly. If the inspector cannot inspect the packaging, the freight company will claim they are not liable, because it cannot be proven they were responsible for any damage(s).
- **DON'T MOVE THE DAMAGED PACKAGES TO ANOTHER LOCATION UNTIL THE CLAIM IS SETTLED.** The freight company and shipper cannot be held liable for any damages if the shipment/item is moved to another location after it has been certified to have been delivered in good condition to the correct address.
- **CREATE AN INVENTORY OF DAMAGED ITEMS TO INSURE AN ACCURATE REPLACEMENT PART LIST WITH PHOTOS.** Make sure that an accurate list of broken parts is included in your damage report. This will help ensure that you receive an accurate inventory of replacement parts. Digital photos can visually document which parts are damaged and help expedite your claim for replacement parts in a timely manner. **YOU MUST SUBMIT THE CLAIMS FORM LOCATED ON THE BOTTOM OF OUR WEB SITE.**

CHECK LIST *for cabinet delivery*

| <input checked="" type="checkbox"/> | Do check list while unloading the truck. | <input checked="" type="checkbox"/> | | Notes |
|-------------------------------------|--|-------------------------------------|----------------|-------|
| | Shrink wrap removed or damaged. YES NO | | Photos taken | |
| | Boxes having package damage | | Photos taken | |
| | Boxes with obvious damage | | Photos taken | |
| | Boxes having questional damage | | Photos taken | |
| | Inventory: Number of boxes listed on packing slip | | Boxes received | |
| | Panel and long items checked for damaged | | Photos taken | |
| | Photo of signed receipt | | Photos taken | |

Notes:

The more documentation you have the quicker we can settle your claim. If you follow the listed steps your replacement items usually ship with in 5 days.