

DELIVERY CHECKLIST

When receiving shipment, you must check the following BEFORE SIGNING for the delivery:

(Drivers are obligated to wait for you to receive the shipment.)

-Number of pieces that you receive matches the Bill of Lading.

-Check all packages thoroughly for any visible damage.

If number of pieces does not match, the following steps are required to file a freight claim:

- Make a note on the delivery receipt, for example: *"received 2 of 3 boxes" or "missing 1 box"* .

- Take pictures of all pallets and boxes BEFORE opening anything.

- Keep a copy of the signed delivery receipt.

If you find visible damage, the following steps are required to file a freight claim:

- Make a note on the delivery receipt briefly describing the visible damage and # of boxes or pallets damaged.

- Take pictures of all pallets and boxes BEFORE opening anything.

- Retain all packaging for inspection.

- Keep damaged product in or with the original packaging material.

- Keep a copy of the signed delivery receipt.

If shipment was delivered with no visible damage and concealed damage is discovered after delivery:

-Notify your sales representative immediately.

-Take pictures.

-Retain all packaging for inspection.

-Keep damaged product in or with the original packaging material.

If missing pieces or damages are not reported within 48 hours after receipt of delivery, the freight carrier will not consider any reimbursement for damaged goods.

Please note, if you have not paid for the Inside Delivery service, you need to coordinate help to lift and move your delivery from the truck to the desired location. Unless specifically paid for by your company, the delivery driver is not authorized to bring your packages inside your establishment. Inside Delivery must be requested at the time when the Purchase Order is placed.