

Freight Shipments

Your equipment has shipped. What's next?

Unpack & Verify



Inspect



Take Notes



Accept or Decline



Sign Off



Before the Delivery Driver leaves your driveway do the following:

1. **Verify** the items being delivered are what you ordered. **Unpack** everything, but be sure to keep all of the original packaging materials. Do not throw out pallets or boxes until you are certain you want to keep everything.
 - a. The client should look over the shipment for indicators that something could be damaged or missing. Is the shrink-wrap intact? If not, note it on the delivery receipt and ask the driver how many cartons does the Bill of Lading show to be on their order so they can count and make sure all boxes are present.
 - b. The client should look at each carton they are receiving for, dirty boxes, dents, dings, creases, holes, punctures, broken pallets. If they see this, note it on the delivery receipt and request that the driver open the box. If he refuses, they can either call our Customer Care Center or refuse the box and note it on the delivery receipt.
 - c. If the boxes are absolutely show room perfect, they should still write where they sign their name, "subject to inspection." Once the driver leaves, the client has 5 days to notify us of damaged items or missing items.
2. **Inspect** the entire piece of equipment - top to bottom. You are looking for visible and/or concealed damage, so look over everything thoroughly. Concealed damage must be reported and an inspection must be requested within 3 business days.
3. While the driver is present, make **note** of all damage that you see. **Take pictures** if you can. Check the products as they are being delivered and note any potential damage on the delivery receipt/bill of lading.
4. Now you have **3 options**:
 - a. **NO damage.** Accept the shipment and sign off.
 - b. **Slightly damaged.** Write down all the damage you see on the acceptance form. If you do not want to live with the damages you see, in the event the carrier does not want to participate in a freight claim, it is best to refuse the damaged piece and call our Customer Care Team immediately. Note the freight bill with "Refused." If you keep the shipment, make sure you note the damage that you see on the bill that you sign. If the driver only has a PDA (electronic device), make sure you have him note something on paper that he will sign before you allow him to leave.
 - c. If the item you ordered is **completely damaged** refuse the shipment. Please make note of the damage and take photos. Contact us as soon as possible to start the return process.

If freight damage does occur we are here to help. Please call us at 800-541-8683 Monday through Friday from 8 a.m. – 8 p.m. Eastern Time. Please have your order number, shipping information, and any available tracking numbers ready so we can quickly and accurately assist in the process.

