

# INSTRUCTIONS FOR RECEIVING TRUCK FREIGHT

We make every effort to select the best transportation provider available to service our customers. In the unlikely event our shipment is not received in “factory fresh” condition, please follow the steps listed below.

- 1. Carefully count pieces and match the actual amount received with the amount listed on delivery receipt.**
- 2. Note any shortages clearly on both the driver’s copy and your copy of the delivery receipt. For example: “Short 1 piece, item #abcd1234.” Have the driver sign as well.**
- 3. Carefully check each crate and carton for visible damage. All damage to either packing or contents MUST BE CLEARLY NOTED at the time of delivery on the delivery receipt and signed by the driver. For example: “Received 1 crate item #defg4567 dented.**
- 4. Notify both the carrier and our customer service about any shortages or damages immediately.**
- 5. Generic exceptions such as “subject to inspection” are meaningless.**
- 6. Remember: Count, check, verify, notate, be specific, have driver sign, notify.**