



SHIPPING DELIVERY POLICY

What do I do if there are missing or damaged items in my shipment?

****You must inspect your merchandise immediately upon receipt.**

First and foremost, make sure to check all cartons for damages and make sure the order quantity is correct. Do not let the driver pressure you into signing the bill of lading quickly. It is your responsibility to check and sign for all damaged or missing items. If this means opening up all cartons then please do so before signing the freight bill of lading. You always reserve the right to refuse a shipment if the driver does not want to wait while you check for damaged items.

******* DO NOT ACCEPT ANY DAMAGED ITEMS, WITHOUT EITHER MARKING IT ON THE SIGNED SHIPPING PAPERWORK, OR HAVING THE DRIVER WRITE IT DOWN BEFORE HE OR SHE LEAVES. THIS INCLUDES CONCEALED DAMAGE. THE SHIPPER MUST HAVE PROOF OF THE DAMAGES IMMEDIATELY WHEN YOUR ITEMS ARRIVE. ANYTHING ACCEPTED DAMAGED AND NOT MARKED AT THE TIME OF DELIVERY WILL INCUR A RETURN SHIPPING COST. *******

Make sure the bill of lading is signed accordingly if there is damaged or missing items; be as specific as possible when signing.

The driver should allow you enough time to inspect your shipment. If the driver does not allow you time to inspect your shipment, please contact us immediately at: **1-888-433-8447**

Please do not write anything else on the receipt. If you don't sign the receipt as damaged we will not be able to file a claim against the freight company and as a result we will not be able to replace the damaged items for free.