



FREIGHT RECEIVING INSTRUCTIONS:

The following instructions are to be treated as scripture. If they are not followed to a "T", there will be zero recourse to recover/replace/reimburse/etc in the case of damaged goods during shipping. If you are *not* comfortable with your duties and responsibilities for correctly receiving the package, please do not sign and return this document. Your package will not leave our shop until a signed copy of this document is in our possession.

The following information is quoted directly from our shipper:

Here are some suggestions to pass on to your customers for when they receive shipments.

- Be sure the packaging is in good condition.
- If the packaging is not in good condition, have them open the packaging to see if the product is damaged or if anything is missing while the driver is still there.
- If anything is damaged or missing, have them inform the driver. The driver will call their service center to report the issue and retrieve an exception number for your customer that will be used to file a claim if necessary.
- If the packaging is in good condition, the customer is not permitted to inspect the shipment.
- If the customer finds damage after the driver has left, the customer has 5 days to report concealed damage to the delivering service center.
- If there is concealed damage, the shipment must remain in the same spot it was originally delivered and all the packaging material must be present. Nothing should be thrown away. The OS&D clerk with the delivering service center will reach out to the customer/shipper with options and instructions on the next step.

Please inspect the packaging with a fine-tooth comb, and I strongly recommend opening and inspecting the product before signing any receiving documents. If you glance over the packaging, everything looks ok, you sign, then start digging into the package and see that there are some scratches on the finish because the packaging had a small cut/scrape/etc (what will be considered "concealed damage" in the above notes), the **maximum amount of reimbursement you will be entitled to is 33% of the repair cost**. No "ifs, ands, or buts". No shipping costs included in there either. Period. This is absolutely your responsibility to make sure the package has arrived safe and sound. We take great care to make sure it leaves here in pristine condition, and have had a handful of people drag us through the mud and complain after they signed for obviously damaged goods. Thank them for this strongly worded warning that has arrived before you.

You will receive multiple photographs of how the package leaves our shop, before the package arrives to you. If you choose to pick up at a local depot instead of having the package delivered to an address, I highly recommend printing the pics you receive, or take ipad/laptop with you so you can directly compare and argue with the shipper as to the condition of the item. **DO NOT BE AFRAID TO REFRAIN FROM SIGNING**. We can get everything worked out, it'll just take some time. But once you sign for it, there will be nothing that can be done. If you have any questions **AT ALL**, please do not hesitate to call our office at 208.918.2646 (cell number, text might be faster).

I, _____, accept the responsibility of receiving the package with PRO number _____.

Signature

Date