



# HOW TO ACCEPT YOUR SHIPMENT

## BEFORE DELIVERY



### Schedule

- The freight carrier will contact you to schedule delivery

## AT TIME OF DELIVERY



### Verify

- Confirm product delivered is correct
- Inspect outer packaging for visible signs of damage
- Refuse delivery if damage to packing is excessive

## IF SHIPMENT APPEARS DAMAGED



### Note



### Take photo



### Email us

- Note any damage on the **carriers's delivery receipt**
- Take photos of damage to product and/or packaging
- Contact us online through our help center