



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' delivery receipt**
- Take photos of damage to product and/or packaging
- Contact us online through our help center