

# 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

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- Inspect outer packaging for visible signs of damage

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- 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**

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- Take photos of damage to product and/or packaging

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- Contact us online through our help center