



Truckline Shipments

You have purchased products that will be delivered to your home via truckline (semi). It is **VERY IMPORTANT** that you read and understand the following prior to the arrival and acceptance of your delivery.

Scheduling Delivery

You will receive a call to schedule the delivery of your freight. Be prepared to provide options for a delivery day and time window.

You must be present to sign for the delivery. If you instruct the driver to make a delivery without being present, YOU will be **LIABLE** for any damaged or lost merchandise.

If you are not present to accept delivery on the scheduled date/time, YOU will incur **EXTRA CHARGES** for redelivery and storage costs.

Inspecting, Accepting & Signing for a Delivery

YOU ASSUME ALL LIABILITY for the contents of a shipment once you sign for it. You will not be compensated for any lost or damaged products that you accept & sign for 'free & clear'.

Your shipment will arrive on a semi-trailer looking similar to the image below, and will include:

- (A) Items stacked on a wooden skid, wrapped in blue plastic shrink wrap.
- (B) Plastic surrounded by a "DO NOT BREAK STRETCH WRAP" tape.
- (C) An orange sticker with instructions to inspect the package prior to signing for it.

You can accept a delivery as long as you follow these instructions carefully:

1) **Missing Items** - Make sure the # of pieces that arrive match the # of pieces listed on the bill of lading. If not, please note the correct # on the Bill of Lading.

2) **Shrink Wrap Intact** - Check to see that the BLUE shrink wrap is not torn or missing. If it is, note this on the Bill of Lading.

3) **Opened or Damaged Boxes** - Remove the shrink wrap and check for opened or damaged boxes. Please note any visible damage on the Bill of Lading. Take a photo of any visible damage.

IF YOU DISCOVER DAMAGE TO THE PRODUCT-

Contact the internet retailer from which you ordered the product immediately. Freight claims must be made within 5 days of delivery.

(A) TRUCKLINE SHIPMENT

(B) TAPE

**DO NOT BREAK
STRETCH WRAP**

(C) STICKER

