

Order is shipping: Failure to follow these guidelines could result in delays and additional cost.

Track your order with the Pro or shipper number.

When your order arrives: BEFORE you sign for it:

1. Examine the carton or crate on all sides.
2. If any dent, scratch, open if possible before you sign inspect the contents. (ICC Regulation 120)
3. You must note or describe the damage on the receipt, get a copy. Any problem call the delivery carrier or reject or call us to discuss your options.

Clearly mark on all delivery documents " Shipment is Damaged upon receipt" or "Shipment is Short" and mark carton or lot or describe what is damaged.

4. Verify count.
5. If you accept the shipment or any part of the shipment, you are responsible for filing a freight claim and only you can do this. If you reject the shipment, the claim will be handled by the carrier or by us. Remember if you accept the shipment or part of the shipment then you are responsible for cost of replacement or repair and you must then prepare a freight claim for that cost. You can reject the order and the carrier can repackage and redeliver to you the undamaged portion if you do request.
6. If you accept the product, you must save cartons and the crating or claim will be denied.
7. Conceal damage claims must be reported within five days. Do Not Expect to not check the product and claim damage as concealed damage. EXAMINE ALL products shipped to you within 48 hours. There is nothing that can be done if you do not carefully determine the acceptability of the shipment upon receipt of it. Keep a copy of the invoice;

send a copy to us with described damage.
Please give this information to your receiving clerk NOW!

Be advised: Truckers normally do not unload.
Please arrange for unloading help in advance and make sure to have on hand appropriate equipment to offload safely and to stage to installation site products without incurring any damage to the products.

Do not use hand truck on face of cabinets - only on back.
Take care to store product on level ground.
Do not double or triple tier or stack product unless you put plywood sheets between the cabinets or tops.
Store in an area where other will not back unto or hit or walk on or over; or where materials can be dropped onto or fall over onto products.

Use clean gloves, carpet covered roller carts, lifts with protection or blanketed forks.

Store in an area where product will remain clean and free of sand or grit.

Notify your installer where product is being stored.
Provide good permanent lighting and climate control for installation.

Inform all working around or carrying product to not drop or scrap that they are to use care. Once product is on you job or in your facility it is in your care. Damage repair or replacement is costly and unnecessary expense.