

How to Receive Your Shipment

**** APPLIES ONLY TO FREIGHT DELIVERIES ***
Does **not** apply to UPS and FedEx Ground Deliveries

Most freight companies will not call you to make a delivery appointment unless you have specifically requested this service. To make your delivery as easy and as smooth as possible please follow the guidelines below:

Unless you have contracted for an inside delivery or lift gate, the truck driver is only responsible for moving your merchandise to the tailgate of their truck. They are not responsible for unloading your merchandise. Many drivers will gladly help you unload your freight, and some may even help you get the items inside, but they are not obligated to. There generally is an extra charge for a lift gate and inside delivery. You may be able to contract services at the time of delivery; however these extra services will be billed to you.

DO NOT SIGN THE DELIVERY RECEIPT UNTIL YOU:

1. Count the number of cartons and verify that you have received the correct number, which is on the delivery receipt.
2. Inspect the cartons and pallets carefully for any kind of rips, tears, punctures, dents crushed corners, wetness or any other signs of possible damage. Although the damage appears to be minimal on the box, the inner contents of the package could be severely damaged. **Creases, dents, tears, and punctures are all considered damage and should always be noted on the delivery receipt.** If you even sense that there is any kind of freight damage, **OPEN THE CARTONS WHILE THE DRIVER IS PRESENT AND INSPECT THE GOODS.**
3. If you see that the merchandise is in good condition then sign the delivery receipt.
4. If you feel that there is any kind of freight damage or you are unable to open the cartons, but see that the cartons are not in perfect condition, then **note all visible details on the delivery receipt** and mark it 'Subject to Inspection' before signing it. We can not hold the trucking company responsible for damage unless you note all damage, or the problems with the outer carton on the delivery receipt.
5. Carrier responsibility is lost without the proper signing for goods.

Damaged Merchandise:

1. If your merchandise is damaged, you must **KEEP THE OUTER CARTON(S) FOR INSPECTION**
2. If a shipment is in very poor condition, you have the option of refusing the entire shipment. **If you refuse items**, mark the delivery receipt, "Refused Due To Damage".
3. If you refuse any item that is not damaged, you will be subject to extra freight charges on that item.
4. If you receive any damaged merchandise or are unsure whether to accept a damaged shipment please call us immediately Toll Free 1-877-933-7238. Claims of damage must be made within 7 days of customer receipt.

Concealed damage is not to be taken lightly. Any damage that is found after the driver has left and was not noted on the delivery receipt is concealed damage. Replacement costs may apply to orders with concealed damage. It is your responsibility to inspect the entire shipment before the driver leaves. Failure to do so releases DEW and the trucking company from all liability.

Please show these instructions to anyone else who may be receiving your freight shipment.

Please call us with any questions Toll Free 1-877-933-7238