



Freight Delivery Checklist

This checklist is to assist in a smooth freight delivery of your shipment delivered via freight carrier.

Print this checklist to keep track of your delivery.

Before Delivery

Be sure you have provided the best phone number for us or the shipping company to reach you to set up your delivery appointment.

Once the delivery date and time window are set, write it on this form in the area below and keep in a safe place

Delivery Date _____

Time Window _____

We provide complimentary lift gate and curbside service so if your expected item is heavy, arrange for someone to be present to help you move your order in from the curb.

Day of Delivery

Expect a phone call from the shipping company to confirm your delivery time.

Make sure to be present at the scheduled time of delivery or make arrangements for someone over the age of 18 to accept the delivery and give them this check list.

At the Time of Delivery

1. Review the Bill of Lading to make sure that you receive your complete order. Sometimes, especially with larger orders, your shipment could be split onto two or more pallets. If your order is **incomplete**, make note of it on the Bill of Lading, sign for what you received (assuming it's not damaged) and call us immediately at 877-983-0451 to report any missing items.
2. Inspect each item carefully for damage. If you notice **damage** to the packages, take pictures of the damaged boxes, refuse the package, and call us immediately at 877-983-0451.
3. If you do not see any visual damage after the delivery you **must open the package and inspect the actual product**. Report any concealed damage(s) within 48 hours of accepting delivery. If any concealed damage is found, take pictures of the concealed damage, and call us immediately at 877-983-0451

YOU HAVE **48 HOURS** TO REPORT ANY DAMAGE VISUAL OR CONCEALED BY CALLING US AT 877-983-0451