

Thank you for your order!

We appreciate your business.

We are committed to getting your order delivered to you in a timely manner, and in perfect condition. As you probably already know, freight damage has become a huge issue with all carriers and methods of shipment. We can commit that the product was shipped in pristine condition from the manufacturer. Since the delivery is not direct from our warehouse, we are unable to control the condition of the product in transit to you.

We need your help to make sure your products are received in the condition they were shipped!



Recommended Receiving Procedures

You do not have to accept damaged shipments.

You do have the right to make the driver wait while you inspect the shipment.

Best practice is to inspect, receive and put away immediately. DO NOT LET GOODS SIT UNCHECKED! There are legal limits on time you have to file a claim.

Please follow these instructions when you receive any shipment:

When shipment is received:

- **VERIFY that shipment is complete (number of pieces match the shipping documents)**
- **EXAMINE the entire shipment for visible damage.**
 - o A crease in the box may indicate that the shipment was hit with a forklift
 - o Dented cardboard at the bottom may indicate that the pallet has been dropped
 - o Anything other than pristine condition justifies immediate opening and inspection of the goods...
while the driver waits.

- **NOTATE damage on the bill of lading.**
 - o Take pictures for your records.
 - o Email your sales person, and copy to sgordon@louiswohl.com with a copy of the marked bill of lading.

- **NOTIFY CUSTOMER SERVICE AT 800-226.9645 OF ANY DAMAGE AT ONCE**
 - o Call for instructions as to whether to receive, or refuse shipment.

Concealed damage:

- **All concealed damage must be reported within five calendar days of receipt.**
- **Call local carrier terminal to report and request inspection.**
 - o Keep notes of who you speak with and dates.
 - o Request email confirmation of call from carrier.
- **Do not discard any packaging until the claim is resolved!**
- **Do not remove shipment from original delivery location.**
 - o Do not modify the items
 - o Do not unpack
 - o Do not install the items.
- **Notify Customer Care at 800.226.9645 so we can assist you with the process.**

