

Important Delivery Instructions

1. Count - Make sure that you receive the correct number of boxes and that each is addressed to you.

2. Notate - Make a visual inspection of the carton(s). Always describe their condition, noting any crushed corners, punctures, tears, smudges, scrapes, footprints, creases or anything suspicious. Should concealed damage be discovered after opening the carton(s), your notes document that the damage occurred prior to your delivery. Example: 'All Boxes Damaged' (Does not apply to UPS or FedEx Ground shipments left without signature). Do *not* write 'subject to inspection'.

3. Open - Open the carton(s), only if the item is exposed or showing through the carton(s). Please inspect the contents and verify the damage with the driver, noting item and condition on the delivery receipt. Example: 'Footboard Damaged' (Does not apply to UPS Ground shipments left without signature)

4. Accept - Do not refuse any item, even if damage is verified. Always write a description of the condition of the carton(s) and any damage on the delivery receipt. Acceptance of the entire shipment with descriptive notes documenting damage will expedite the replacement process.

5. Report - Email or call Unishippers to report all damages/defects immediately and within 5 consecutive days of delivery. All email and voicemail is time stamped for reference.

6. Keep Boxes - Do not dispose of the packaging until completely assembled to your satisfaction. Boxes are required for returns.

7. Do Not Leave Note - Leaving a note for the delivery agent to drop the shipment off without a signature means that you are accepting the shipment as is and releasing the delivery agent from all liability for damage or missing cartons.

8. Protect Your Investment - Failure to document carton conditions on the delivery receipt during delivery may result in additional charges for replacements. Always make notes!

Damaged Package Examples

