



Flipside Products, Inc.

## Checklist for Receiving Your Flipside Order

Use this checklist to help ensure your freight is received complete and in good condition. **COUNT the cartons and INSPECT the freight carefully BEFORE signing the delivery receipt.**

### ✓ **Count the cartons.**

When your order arrives, you will be required to sign off on the delivery receipt verifying that the order has arrived complete and in good condition. It is your responsibility to verify that the number of cartons received matches the number of cartons listed on the freight carrier's delivery receipt or bill of lading. If these numbers do not match, you should write this on the delivery receipt. The driver should also sign if cartons are missing.

### ✓ **Inspect the shipment.**

Next, look carefully at every part of the freight including the pallet, wrapping and individual cartons. If any damage is suspected, even if it is minor, be sure to list it on the delivery receipt BEFORE signing. If possible, open the packaging/cartons to inspect the actual item(s) before the driver leaves. If the driver is in a hurry, make a note on the delivery receipt and any shipment concerns.

Once you have thoroughly inspected the shipment, sign the delivery receipt for the driver, even if there is damage. Have the driver sign that the freight arrived damaged. If you sign your delivery receipt with nothing noted then you have little recourse if you later discover that it is damaged.

### ✓ **Sign the delivery receipt.**

Be sure to note shortages or damaged cartons on the delivery receipt. This information helps us identify the cause and potentially file a claim with the shipper. If you sign without this information, Flipside Products cannot be held responsible, monetarily or otherwise, for any damages which may occur or become apparent afterwards; nor can we be held responsible for any additional shipping or repair charges which may be required to rectify the situation.

### ✓ **Do not refuse delivery of shipment.**

If obvious damage has occurred, please accept the delivery and note your concerns on the delivery receipt. Take photos of the damage prior to further inspection. Often damaged cartons do not necessarily mean damaged contents. **Keep all packaging materials, including the pallet.** If some or all of the shipment needs to be sent back you will need these materials to do so.

### ✓ **Report any shortages or damages immediately to Flipside.**

Our friendly customer service representatives are ready to assist you with your claim. Damage is not always visible upon inspection; concealed damage will likely reveal itself upon installation. Your signature and thorough notes of shortage or damage on the delivery receipt are critical in the success of your claim.

**All shortage and damage claims must be reported within 45 days of delivery receipt.**

**ALWAYS INSPECT YOUR SHIPMENT BEFORE SIGNING FOR IT!!!**

**800-926-0704 [info@flipsideproducts.com](mailto:info@flipsideproducts.com)**