

## WHAT TO EXPECT WHEN RECEIVING FREIGHT :



**\*\*ALL FREIGHT SHIPPED FROM OUR FACILITIES SHOULD LOOK LIKE THE ABOVE EXAMPLES. CLEAR SHRINK WRAP, WITH BLACK BANDING, SECURE TO THE SKID.**

- \* IF YOUR FREIGHT HAS VISIBLE DAMAGE OR LOOKS TO BE RE-WRAPPED/SKIDDED – YOU AS A CUSTOMER HAVE THE RIGHT TO EVALUATE PACKAGING AND PRODUCTS, BEFORE FREIGHT DRIVER LEAVES THE DELIVERY SIGHT.
- \* **ACT IMMEDIATELY** AND RECORD ANY DAMAGE TO YOUR FREIGHT WITH THE DRIVER. IF THERE IS PHYSICAL DAMAGE TO YOUR PRODUCT OR MISSING PACKAGES, MAKE A CLAIM WITH THE DRIVER. THEY SHOULD CALL THEIR TERMINAL TO RECORD THE DAMAGE, AS WELL AS TAKE PHOTOS. *(YOU MAY ALSO TAKE PHOTOS)*
- \* ONCE DOCUMENTED – THERE SHOULD BE A DAMAGE NOTATION ON THE DELIVERY RECEIPT, AS WELL AS AN EXCEPTION NUMBER. **\*MAKE SURE THIS IS DONE BY THE DRIVER BEFORE THEY LEAVE.**
- \* PLEASE REPORT CLAIMS/DAMAGES & EXCEPTION NUMBER TO [EMILY@KLOPFENSTEINART.COM](mailto:EMILY@KLOPFENSTEINART.COM) TO BEGIN CLAIM PROCESS.
- \* **KLOPFENSTEIN ART EQUIPMENT** IS NOT RESPONSIBLE FOR DAMAGE TO PRODUCT RECEIVED FROM FREIGHT THAT IS NOT REPORTED - MAKE SURE YOU RECORD EVERYTHING WITH THE DELIVERY DRIVER.

**PLEASE FORWARD THIS IS DOCUMENT TO THE PERSON RECEIVING FREIGHT.**

