

## Common Carrier Freight Service Receiving Instructions

Merchandise that is too large or heavy is shipped via a common carrier freight trucking company. The freight company delivering your shipment will contact you by telephone (the number you provided Wicker Living, LLC when you placed your order or subsequent number you provide) to arrange delivery.

Upon delivery of your merchandise, be prepared to move your merchandise from the delivery point where the truck will park to unload at your location. (Typically delivery will be at the curb on the main road for residential customers or to a dock for commercial customers.) Truck drivers generally will not assist you in moving your merchandise to the ground from the back of the truck or from the drop point into your home or facility. They typically move the merchandise to the back end of the truck where you are to take possession and move the merchandise off the back of the truck. You will need to make sure you have sufficient help to move the merchandise off the truck and into your building yourself using your own crew and equipment. Wicker Living will ensure that your merchandise is in new condition and is packed satisfactorily for shipment. Although this is one of the safest ways to ship large items, it is necessary to take precautions when receiving your merchandise in the unlikely event that your merchandise becomes damaged during shipping.

Wicker Living stands behind your purchase and damage caused by shippers when you follow these instructions. If you don't follow our instructions, and a damage occurs, you will need to file your own damage claim with the freight company.

Your shipment will be either palletized or cartoned. Tape, cellophane, wood, cardboard, string, rope or other packing material will be used for packaging pallets and cartons. For ecological and economical purposes, we utilize recycled cardboard from time to time to pack the merchandise. You may notice that the cardboard looks old and worn, but don't let it bother you. When we pack with used cardboard, we only use cardboard with good quality integrity.

You will need to do the following to ensure that you if you receive damaged merchandise through Common Carrier Freight Shipping, Wicker Living, LLC will handle any damages and claims with the shipping agent and replace the damaged product at no charge to you:

- Do not accept the merchandise or sign the delivery receipt until you have thoroughly inspected the merchandise for damage(s).
- Inform the driver that you are required by Wicker Living, LLC (the shipper) to open each pallet or carton and inspect the merchandise inside prior to accepting the merchandise.
- Inspect the packaging for any signs of damage such as scratches, dents, holes, creases etc. Take note if any exist.
- Open and remove the merchandise from the packaging from the merchandise sufficient enough so that you can perform a thorough inspection. (You should have an appropriate tool on hand for cutting tape and cardboard)
- **OPEN THE PACKAGING MATERIAL CAREFULLY.** Be extremely careful not to damage the merchandise by cutting, ripping, tearing, gouging or crushing when attempting to remove the packing material. Use extreme care when using a knife to cut the packing material so that you do not cut through and damage the merchandise.
- Inspect the merchandise for any damage. Please look for scratches, cracks, dents, bent parts, damage to hidden frames of seating furniture, damage to inside frames or drawers of dressers and legs. Look around real good inside and out.

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- If you determine that the merchandise has been damaged in shipment and you do not want to accept the merchandise in the damaged condition that it is in, then you should refuse the shipment. In the case where some of the merchandise is acceptable and some of it is damaged, you can refuse the damaged pieces and accept the good pieces. In rare circumstances, you may have to refuse the entire shipment, that you can discuss with the driver. Tell the delivery driver what pieces of the order you are refusing and why. (You will have to document this on the delivery receipt that all or part of the shipment is being refused and why and you will be confirming that by signing and dating it after the exception has been documented on the delivery receipt.) If the merchandise is damaged, do not for any reason sign the delivery receipt without indicating on the receipt that the shipment was damaged. Call Wicker Living, LLC at 610-991-0110 and report the damage within the next few hours.
- If after inspecting the merchandise you determine that the merchandise is in satisfactory condition to accept, you should accept the order and sign the delivery receipt accepting the merchandise. Should you find shipping damages after you have accepted the merchandise but, you have not noted the damage on the delivery receipt, you will be required to file your own damage claim with the freight company.
- Do not be concerned about telling the driver you need to inspect the merchandise or that you have found damaged merchandise and that you have do document it and or refuse it. These drivers are very familiar with the routine and will accommodate you. However, verbally informing the driver rather than documenting any damage issues is not sufficient for claim purposes. You need to document what you find. Should you have any problems implementing these instructions, contact us as soon as practical at 610-991-0110 and report the problems.

Following these Common Carrier Freight Service Receiving Instructions and guidelines will ensure the customer receives their merchandise in new condition with no loss or cost to the customer.