

## Parcel Service Receiving Instructions

Wicker Living takes the utmost care to ensure that your products are in excellent condition before they are packed and leave our facilities. Each piece is inspected thoroughly and packed in the best way to protect the merchandise through handling and transit. Therefore, if you receive any damaged merchandise, it will undoubtedly be due to the consequences of shipping.

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

- Within 24 hours upon delivery and receipt of the merchandise, the customer shall thoroughly inspect the shipment for evidence of damage.
- If there appears to be any damage due to mishandling such as holes, scuff marks, deformation of the carton or packaging material regardless of how small, the customer is required to document the evidence in writing and if able, take photographic images of the outside of the carton before opening it.
- Once merchandise packaging is opened and it is found that the merchandise is in fact damaged, it is required that the customer document the damage in writing and if able, to take photograph images of the damage as evidence.
- Do not discard the packing material. This is required by the Parcel Service as evidence of damage. and it will likely be used to return the merchandise.
- If damage is found, contact Wicker Living by calling 610-991-0110 to report the damage and await further instructions.
- If you cannot get in contact by telephone, use our Contact Us website form to report the damage.
- Provided the customer follows these simple guidelines, Wicker Living, LLC will be able to file a claim on their behalf and promptly replace the damaged goods.
- If the customer does not follow these guidelines, the customer will file their own damage claim with the Parcel Service which will delay the replacement as compared to implementing these guidelines as required. Cooperate with the shipping agent on their damage investigation after the claim is filed. Cooperation might require access to the merchandise and packing material.
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- If requested by Wicker Living, prepare merchandise for return shipping by repacking with the original packing material.
- If requested by Wicker Living, print out a return packing slip to be placed on the return. Remove all previous shipping labels, stickers or hand written addresses.
- If requested by Wicker Living, arrange for pick-up or drop-off (customer;'s choice of pick-up or drop-off;) of damaged merchandise by Parcel Service which ever is .

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