

6 Steps for Receiving Your Delivery

Step #1: Be Prepared

- Use the tracking number and web link H-Mac Systems, Inc. e-mailed to identify the type of delivery and estimated delivery date. If you prefer, you can also call the freight company for status updates.

Freight Company Name: _____

Tracking / PRO #: _____

Phone #: _____

Estimated Delivery Date: _____

*Small parcels ship via UPS or Fed Ex Ground. The delivery person will bring the delivery to your door but will not carry it inside.

*Large parcels ship via truck freight. The driver will park curbside or back into a loading dock. They are not obligated to remove your item(s) from their truck. Be prepared to unload.

Step #2: Count the Pieces

- Compare the number of pieces delivered to the number of pieces listed on the delivery paperwork. Note any discrepancy on the delivery paperwork BEFORE signing.

Step #3: Compare Model Numbers

- Only accept the items you ordered. Do not accept items that you did not order. To refuse an item that you did not order, write "Refused Qty. (1) model XYZ, I did not order this" on the delivery paperwork BEFORE signing.

Step #4: Compare Packaging Method Received To Packaging Described On Paperwork

- The delivery paperwork will describe the type of packaging. Note any discrepancies BEFORE signing. For example; if the paperwork states "2 pieces strapped and shrink wrapped to 1 pallet" and you receive 2 loose boxes, this needs to be noted.

Step #5: Inspect All Cartons

- Inspect the top, bottom and all sides. Note ALL imperfections on the delivery paperwork BEFORE signing. Every dent, crease, tear, scratch, foot print, etc. should be noted. Use the same approach you would use when renting a car. Anything that is not noted is considered your responsibility.

Step #6: Inspect All Inner Contents

- Inspect the top, bottom and all sides of each product. If you are not 100% satisfied with the condition of your product, refuse it and note the reasons on the paperwork. Your item will return to the shipper and be replaced quickly. **If you accept the delivery free and clear of any damage and later find damage, freight companies will deny your freight claim.**