

Shipping/Receiving Caribou

2019/2020 saw a rise in shipping damages while transporting our product. We have come up with the following protocols to protect the product and improve our level of service. Deviation from the outlined handling protocols will result in a denied warranty request. By working together, we can make this hurdle to providing better service to our clients disappear.



Receiving Protocol

1. Inspect crate for damage. If any scuffs or damage to the crate is visible, note on the bill of lading. If you are not sure, Write "crate damaged". If damage is not noted on bill of lading, there is no recourse.
2. Take pictures of the damaged area.
3. Inspect stack cones. Crushed cones or missing cones will trigger an automatic note of damage on the bill of lading.
4. Do not forward crate to another location before opening if damage is suspected.

****Claims must be made within 48 hours of receiving if damage has been indicted on bill of lading, failure to do this will result in NO COMPENSATION.****

Storage Instructions

1. Store in heated area flat stacked on a pallet or bench supporting the entire width of the top or if on an A frame support with the back surface fully supported. (See Diagram A)
2. Unwrap tops with "TOP" label facing down. Open cardboard up and peel tape off foam back. Keep top supported at all times. Use extreme care when cutting packaging with a knife. If surface is damaged, take photos and notify Caribou immediately.
3. Any top over 36" is classified as an Over Sized. Oversized tops must be carried from the ends as indicated on the packaging. Carrying the top width ways may result in damage. (See Diagram B)

