



**IMPORTANT: PLEASE REVIEW THIS ENTIRE DOCUMENT BEFORE RECEIVING YOUR SHIPMENT.**

**IF YOUR SHIPMENT ARRIVES OFF THE PALLET:**

*(Refer to page 2 for images of how your sauna shipment should and should NOT arrive)*

**DO NOT SIGN FOR THE UNIT WITHOUT THOROUGHLY INSPECTING THE CONTENTS OF EACH DELIVERED BOX.**

Please kindly ask the driver to wait for you to ensure that your unit has arrived in good condition. We strongly encourage you to open each delivered box and carefully inspect the contents inside BEFORE signing the delivery receipt (Proof of Delivery). By performing this task immediately, you are not only helping us to more quickly determine whether your unit arrived damaged or undamaged, but it also protects you against any possible product liability claims.

**NOTE:** Once you sign the delivery receipt, you are certifying that your unit arrived in good condition and that both, the shipper(Enlighten Sauna) and the freight company are free of any liability.

**TAKE PICTURES**

A still camera or the camera on your phone can be extremely helpful in documenting the shipment's condition upon arrival. Please take pictures of ALL damages. Carefully check for damage to glass panels, electrical components, wooden components, accessories, etc. Take pictures of each side of the damaged box(es) and items. Please be sure to not misplace any inventoried item.

**HAVE THE DRIVER WRITE "DAMAGED" WITH THEIR INITIALS**

The freight company will not knowingly ship any items that are damaged. The freight company routinely inspects every box before accepting any items to be shipped. Consequently, you should NOT sign any courier receipt which transfers product liability over to you, until you have inspected the shipment's contents. If there is damage, please kindly ask the driver to write 'damaged' with their initials next to it on the proof of delivery form. This step is essential to document that you have received a non-functioning component in damaged shipment.

**IF THE DRIVER REFUSES TO WAIT**

If the driver is in a rush and says he cannot wait for you to inspect your shipment thoroughly, initiate a quick visual examination of the boxes' exterior condition. Any visible signs of possible damage to your shipment please proceed to ask the driver for initials and 'damaged' written on receipt.

**NOTE:** If there is any damage to the pallet(skid) there is a possibility that contents laying against the pallet(the bottom) have been damaged. In this case, please take pictures of the pallet and the boxes upon arrival.

**NOTE: PLEASE NEVER WRITE/CHECK OFF: "SUBJECT TO INSPECTION", "NO VISIBLE DAMAGE", "DAMAGE TO CRATE/PACKAGING" or "POSSIBLE DAMAGE" ON THE PROOF OF DELIVERY.**

The freight company will not accept a damage claim if any of these phrases are written/checked off on the p.o.d form. If you see any damages on the shipment, simply write 'DAMAGED' followed up by more detailed information.

**Ex:** "Damaged - hole in cardboard box can hear broken glass rattling."

### **ALL DAMAGES MUST BE REPORTED WITHIN 72 HOURS**

We strongly advise you to promptly check for any damages shortly after the driver leaves. Please **DO NOT** wait a long period of time to open up your packages as you are only allowed 72 hours after delivery to report any damages to us. The freight company and the shipper **CANNOT** be held liable for any damages if they are reported after this period of time.

### **KEEP ALL ORIGINAL PACKAGING**

If you do submit a damage report, during the 72 hours period, we advise you to keep all original packaging. Once the damage claim is forwarded to the freight company, an inspector will be sent out to personally examine the damages, in order to process the claim properly. If inspector is unable to examine your shipment, the freight company will not claim any liability because it cannot be proven that they are responsible for any damages.

### **DO NOT MOVE DAMAGED PACKAGE**

Once the claim is settled, it is very important that you do **NOT** move any damaged packaging to a different location. The freight company and the shipper cannot be held liable for any damages if the unit is moved to a different location after it has been certified to have been delivered in good condition to the correct address.

### **CREATE AN INVENTORY LIST**

Create an inventory list of damaged items to ensure an accurate replacement (please include images if possible). This helps us expedite your claim and send replacement parts in a timely manner.

**PLEASE NOTE: We provide free delivery to the nearest point of entry. Any additional requests made by the customer (i.e bring sauna inside/further in, etc..) will be billed by FedEx and Enlighten Sauna will not be responsible for those charges.**

