

Delivery Checklist

1. AT DELIVERY, CONFIRM THE FOLLOWING:

- Number of boxes/pieces received delivery receipt
- Any visible damage to boxes
- Number of pallets received
- Condition of the pallet(s)

2. IF YOUR SHIPMENT HAS ANY ISSUES, PLEASE NOTE THE FOLLOWING:

- Write the number of boxes damaged next to your signature on the delivery receipt. For example "2 BOXES DAMAGED"
- Take detailed photos of the damaged boxes/pallets from various angles
- Make any other notes about the shipment on the delivery receipt, including the amount that is short.

3. AS SOON AS POSSIBLE AFTER THE DELIVERY, NO LATER THAN 30 DAYS, CONTACT BUILDDIRECT WITH:

- Your order number
- Number of damaged pieces/boxes
- Photo of delivery receipt
- Take detailed photos showing the damage and email to us

EMAIL: customersuccess@builddirect.com

PHONE: 1-877-631-2845

NOTE: Drivers are not permitted to leave freight at the delivery site without your approval and signature