



IVANKO BARBELL COMPANY

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IMPORTANT: PLEASE READ & FOLLOW BEFORE RECEIVING ANY MIRROR SHIPPMENT!

1. **Inspect outside of all cartons for damage** (tears, holes, footprints, abrasion marks, etc.) while driver waits (they are required to do so). Make sure the driver acknowledges any damage you find, and then note any type of damage on the Bill of Lading. If you do not inspect your mirrors and note any damage before the trucker leaves, you may waive your right to collect damages.
2. **Before opening mirror box, please check the condition on each box.** If the box is excessively dirty or scuffed, please be sure to make a notation on the Bill Of Lading and describe any box damage you notice to help with a concealed damage claim. **(A digital camera works great.)**
3. **Please remove mirror from box carefully,** peel the protective plastic cover of the mirror face, and inspect the mirror surface for any signs of damage.
4. **If damaged,** please note the number of units damaged on the delivery driver's paperwork, sign, and keep your copy. Keep damaged merchandise in its original shipping box. **DO NOT REFUSE IT OR ALLOW THE DRIVER TO TAKE A DAMAGED MIRROR OR BOX,** as it will slow down the claim process. Immediately call IVANKO at (310) 514-1155 and inform us of any damage. We are available Mon.-Fri. 7:30-4.30PM PST. We are available by e-mail at cs@ivankobarbell.com. We will process all paperwork and file a claim on your behalf.
5. **If damage is not noticed at time of delivery,** please be aware that a concealed damage **claim cannot be made after 5 days** from receipt of merchandise. Once again, call immediately within that 5 days and we will handle the rest. Be sure to keep the original shipping carton and the paperwork you signed with your notes.

* IVANKO recommends that all prospective Mylar® mirror customers obtain a 12"x8" sample of the mirror panel from us to ensure that the product is appropriate for their needs. Due to the uniqueness of this product, most people are unfamiliar with it.

** All customers must pay IVANKO's standard return policy of 25% re-stock fee if an order is canceled after 24 hours of being placed, in addition to shipping fees if the order has already been shipped. This is why we encourage you to see a sample before purchase. ALL FREIGHT QUOTES GOOD FOR 30 DAYS.

*** Please sign, date, and return a copy to us so we may process your order. Have your copy readily available before your order arrives to ensure the condition of all packages. The person who will be receiving the mirror shipment the acknowledges agreement to these terms.

Signature _____ Date _____