

# *Receiving Guidelines 5-step Process*



## • *Receive*

Anderson Composites inspects and packs all products carefully to prevent damage during shipping. However, damage may still occur occasionally when product is not shipped with proper care.



## • *Inspect*

When the package arrives, the consignee must inspect the carton and the product carefully upon delivery. Always accept the shipment and notate any damages, such as crushed, torn, punctured, or broken parts on the freight bill or receipt with the driver present.



## • *Photograph*

If product is damaged, the consignee will be required to provide photographs of packaging and product.



## • *Sign*

Consignee must keep all cartons, original packing materials, and damaged products. Do not refuse shipment or return it without an approved RA number from your dealer.



## • *Call*

The consignee will need to contact the dealer who took buyer's payment for the product and notify them of any damaged products.

*24 Hours*



The consignee has 24 hours from time of delivery to notify the dealer about damages. After the 24 hours, the claim may be denied.

A signed receipt without proper notation will be deemed as items visually inspected and received in good condition.

**A signed receipt without any notation indemnified the carrier as well as Anderson Composites from any further damage claims. Discovery of damages after a clear delivery becomes the responsibility of the customer.**