

## Lumina Products

### URGENT: Delivery Inspection

Thank you for choosing Lumina Products for your project. Customer satisfaction is a top priority and we want to ensure you are satisfied with your product(s). We carefully inspect each product when received at our warehouse to ensure they are in great condition before shipping to you. We want to make sure it arrives the same way.

For your protection, a signature is required from someone 18 years of age or older. Before signing YOU MUST inform the driver of any damage to the exterior of package. Failure to do so will compromise your ability to file a claim should there be damage to the unit upon opening.

**Please take these steps PRIOR to signing the receiving ticket from the carrier:**

- 1/ Carefully inspect the exterior of the package
- 2/ Take note of any visible damage to the package
- 3/ If you see any damage to the package notify the agent delivering the unit and ensure they notate the damage on the paperwork or tablet (may be an electronic signature) BEFORE you sign.
- 4/ Get a copy for your record.
- 5/ Only once this is complete should you sign for the package.

**If you notice any damages with the packaging, please take pictures first before proceeding to unpackage the unit and inspect for further damage. Pictures are required as proof.**

Unpack the unit carefully. Any returns must be returned to us in its original or better packing. *(Please see Return Policy document for more information.)* You must package units with corner/edge protectors.

### **Please Test Your Unit Immediately!**

Even if you do not plan to install your unit immediately, please test the unit within **7 days** of receipt to confirm the unit is functioning properly. If there are any issues, please contact our Technical Support. Your unit is warranted for 2 years. Almost all repairs are easy enough for you to handle yourself with the expert guidance of our technical support department. *(Please see Return Policy document for further information.)*

When calling for technical support, please have your order information ready (product/model, invoice number, name of person who purchased the unit, company name, etc.). We will need this information to assist you.

Thanks for choosing Lumina Products!

#### **Technical Support**

Kasi Russell  
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