

# STARFIRE SHIPPING CHECKLIST

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## BEFORE ORDERING

- Make sure a 13.5' tall truck can make it to your curb.
- No overhanging trees or debris are present on the road.
- Road does not curve or is too narrow for a 53' truck and trailer.
- Road will not damage the trucks tires or get stuck in mud or debris.



## BEFORE DELIVERY

- Scheduled Delivery Date \_\_\_\_\_ Time Window \_\_\_\_\_
- Delivery Company's Phone Number \_\_\_\_\_ Contact \_\_\_\_\_
- Person Signing & Inspecting the Delivery \_\_\_\_\_
- Delivery Address \_\_\_\_\_
- Tracking Number \_\_\_\_\_



## DURING DELIVERY

**IMPORTANT:** You have about 15 minutes to inspect your package before you sign any paperwork. If the driver rushes you, report them to the carrier directly.

- Check the name on all crates boxes matches the order.
- Check the Bill of Lading (BOL) to make sure you are receiving your complete order. Some larger shipments may split the order into multiple shipments.
- Check the shrink wrap for tears, warping or items that may have shifted.
- Check for signs of **outside damage** such as punctures, tears or exposed product.
- Take photos of any damage **before** signing for the shipment.
- If your order is incomplete or there are signs of outside damage, sign the paperwork as "damaged" or "missing parts", and write down your notes on the Bill of Lading(BOL) and call us immediately at (866) 578-8538.



## AFTER DELIVERY

**IMPORTANT:** You have 48 hours to report to us and the shipping company of any concealed damage or issues.

- Before opening the boxes, check all product IDs match your order.
- Double check all required parts for assembling your products are present. If anything is missing, call the manufacturer immediately.
- Make sure your product did not receive any damage **inside** the boxes (concealed damage) during shipment.
- Confirm your product is functioning right away. If any issues come up, call the manufacturer or a licensed professional for help.