

SHIPMENT RECEPTION & DAMAGES



1 Receive your delivery.

Proslat will assist in any issues as soon as we are notified.

2 Note the damage on your reception receipt.

Inspect the Shock Watch placed on the pallets.

A Shock Watch is a device that indicates if a package has experienced excessive impacts during transport. Here is an example of a Shock Watch that has experienced impact: Please note how the vial in the center of the ShockWatch has turned red.

Ensure to describe what type of damages occurred.



3 Take Photos.

Please ensure to take photos of the following:

- The pallets
- Damage to packaging
- Close-up of the damage
- Signed receipt of reception.



4 Contact US.

Contact info@proslat.com with the following information:

Your name, order number, photos of the damage, and what product was damaged.

PLEASE SEND US A PHOTO OF YOUR INSTALLED CABINETS!

