



Notes on procedure for receiving pallets and large items from couriers



The first, and most important, thing to do is **do not sign for the shipment or let the driver leave until your inspection is done**. I stress this because once they have left, proving anything is almost impossible.

When the unit arrives, there are two possible types of damage that can occur: **Visible** and **Concealed**.

Visible Damage

If there is visible damage, take a picture. Take many pictures. Then you would inform the driver and cut away any packing that may be blocking your view from seeing the extent. The driver should look at this with you and specific notes will be made on the paperwork he has for you to sign. "Frame is bent here", "Monitor has puncture hole", "Side is crushed" or something of that nature (extreme examples of course...). If the driver is writing these notes for you, make sure to read them and that they are to your satisfaction. The more detailed, the better.

Do not let the driver try to hurry you through this process. Signs to be suspicious of are: torn packing plastic and splintered wood from a pallet, holes in cardboard boxes, crushed cardboard boxes.

Additional/extra tape and/or packing are also usually good signs a good indicator of something amiss.

Do not throw away any of the packing material at all.

Concealed damage

Concealed damage - the unit arrives looking like it did not have any issues. Take a couple of pictures anyway before unwrapping. Please unwrap and inspect the unit as soon as possible. If there is an issue, or concealed damage, UPS needs to be contacted within 5 days to schedule an inspection of their own. I am happy to help if this is the case, but it maybe would be easier to contact your local freight hub.

Again the very most important aspect is to thoroughly inspect before the driver makes you sign the paperwork and then if there is an issue, to take pictures and keep all of the packing material.

If an item is signed for un-opened then add the comment "Package not opened or checked" somewhere near your signature. On modern hand-held devices where you have to sign with a pen or your finger, ask the driver to mark the delivery as "Customer unhappy" or "customer received but damage noted", something like that. They have the ability to do this, although they are often not forthcoming about it.