

Required Receiving Procedure:

Check immediately for visible signs of damage!

Inspect, examine and inventory (count) your delivery as it is unloaded. Reference your order confirmation to confirm that you have received all the parts that you have ordered.

Do not sign without checking for damage or missing items! If you have ordered mouldings or toe kicks locate these separate boxes immediately because these are the most common problem that our customer report.

- Any order received with a shortage of items or damaged items must be written down on the Bill of Lading (hereafter "BOL"). Note the item(s) that are visibly damaged or missing on the BOL before you sign it and release it to the driver. In cases where the customer does receive a shipment that is damaged or missing items, the customer must email Millwork City a copy of the notated BOL to: (damages@millworkcity.com).
- Open cartons or containers of glass or other items if there is the slightest doubt that the merchandise could be damaged (concealed or not). Any damage must be noted on the BOL or the liability to prove the damage was done by the delivering carrier is your responsibility.
- A lift gate will only be provided for assembled cabinets. Customers who have ordered ready to assemble orders without paying for lift gate services, regardless whether the shipment qualified for free shipping, will receive curbside delivery only. All customers that receive a curbside delivery order need to be prepared to unload the truck, the driver will not assist in the unloading of packages. If you did not realize that you may need a lift gate, please contact Millwork City immediately to discuss additional charges.
- Do not be intimidated by the driver because they cannot leave until the BOL is signed. As the freight carrier will generally afford approximately 20 minutes to unload and inspect the freight shipment, sign the BOL with the following notation "**received but not inspected for concealed damage**" or "**received but subject to count and inspections**". Customers MUST sign the paperwork from the freight carrier in accordance with this requirement.

•DO NOT sign electronically unless the driver indicates that they can provide you with paper copies showing the required notations listed above as well as descriptions of any damages or missing items.

•PLEASE make sure you sign the correct BOL and that the BOL correctly indicates your name and address before signing the BOL.

-If there is any damage to the freight shipment:

1. Take photographs of the damaged goods while still on the carrier's truck if obvious mishandling is evident. Send the photos to Millwork City;
2. Note the damage on the BOL and have the driver sign and date this so it is on record;
3. Keep a copy of the BOL noting the damage with the driver's signature.
4. Keep all crating and packaging material with the damaged item(s) for inspection by the

company's claim inspector until told by Millwork City or the carrier to return or dispose of the item(s);

5. Claims not reported within 7 calendar days will not be honored. There are many things that can happen to goods between the time they leave the factory and arrive at your receiving dock.

- In the cases where a customer picks up a freight shipment from a freight carrier shipping terminal, the customer must inspect the shipment for damages in its entirety. Additionally, the customer takes responsibility for any damages not noted on the BOL from the terminal location to the destination.

***** Customers with Wall Pantries, Oven Cabinets or any oversized product must be aware that they do not fit on a lift gate and they will need to break down the pallets themselves to get it off the truck (this regardless of shipping method). *****

PLEASE NOTE: That all JSI orders are packaged, shrink wrapped, and have **red tamper wrap**. If the **red tamper wrap** is altered, broken, cut or missing you should inspect the order in detail and contact Millwork City before signing the BOL.

In cases where delivery trucks cannot access certain residential areas or roads, the customer will be responsible to make arrangements with the freight carrier to receive the product/order. In cases where the customer is aware that their location has delivery or accessibility issues, the customer must contact Millwork City upon review of this document immediately so that delivery accommodations can be made prior to shipment of any order. In cases where additional freight costs are required for such delivery or accessibility issues, it is the responsibility of the customer to pay any additional costs regardless whether the order shipped with a free shipping promotion.

- Customer will be responsible for unloading the trailer and may require extra hands to help depending on size of shipment.
- It is the customer's responsibility to call the freight carrier once shipment has shipped. Only call Millwork City in the events that you are having difficulty communicating with the carrier.
- In the event of damage, the customer agrees to fully cooperate in providing Millwork City any information required to establish claim with the freight carrier.

DO NOT THROW AWAY ANY DAMAGED ITEMS IN CASES WHERE THE FREIGHT CARRIER MAY REQUEST PICK UP OF THE DAMAGED ITEMS OR IN SOME CASES REQUEST AN ADJUSTOR TO INSPECT THE DAMAGED ITEMS. IF YOU ARE NOT SURE, PLEASE CONTACT MILLWORK CITY PRIOR TO DISPOSAL OF ANY ITEMS SO THAT WE MAY CONFIRM WITH THE FREIGHT CARRIER SUCH DISPOSAL OF ANY ITEMS.

BY SIGNING THIS DOCUMENT, YOU ARE CONFIRMING THAT YOU HAVE READ AND ACKNOWLEDGE THE REQUIRED PROCEDURE AS WELL AS THE TERMS AND CONDITIONS OF THIS DOCUMENT AS PRESENTED BY MILLWORK CITY.