

Receiving Freight

Always inspect your shipment before signing for it!

Bullseye Glass is not responsible for damaged freight, that is the responsibility of the carrier. Freight must be carefully checked before signing for the delivery so you will be able to file a claim for damage with the freight company if necessary. While damage is rare, it is essential that you follow the steps below when receiving your shipment.

BEFORE YOUR SHIPMENT ARRIVES

You will need:

- box cutter
- wire snips
- a drill
- your phone or camera

How many units and boxes do you expect on your shipment? _____

DURING YOUR DELIVERY

1. Take photos of the shipment from different angles and **while still on the truck**, if possible.
2. Count the cases and boxes. If anything is missing, write **SHORT** on the delivery slip, along with the number of packages that you believe are missing.
3. Inspect the shipment thoroughly. Look for:
 - Cracked boards?
 - Obvious damage to crates or boxes?
 - Single crates without a pallet or any bracing?
 - Footprints on cases?
 - Broken metal banding?
 - Crushed boxes?
4. If you see anything that looks amiss, write **DAMAGED** on the delivery slip, and make notes of the damage. Even if it's just a tiny crack in the wood, write **DAMAGED**.
5. If the shipment looks anything but perfect, you may want to take the tops off the crates to check the glass.
6. If possible, remove a couple of sheets and shift the remaining contents a bit to listen for any broken glass.
7. If the shipment is obviously badly damaged, (on its side, or you see or hear broken glass), you should refuse the shipment. **DO NOT SIGN** the delivery slip. The driver will take the shipment away. Call the freight company immediately, then call your Bullseye rep at 503-232-8887.

AFTER YOUR DELIVERY

8. Unpack the shipment immediately. Same day is best. If the shipment sits for longer than a day, you may not be able to file a claim if you do find damage within the crate.
9. If you find any damage, or have any concerns, call your Bullseye rep at 503-232-8887.

IMPORTANT NOTE

If you (or anyone acting for you) signs the delivery slip with no notes of damage or missing items, **you will not be able to get a claim paid**. If you do sign for visibly damaged freight without noting the damage, it means that the shipment was received in perfect condition. Be sure to educate your employees, family, or anyone that might be in a position to sign for your shipment.

SHIPMENT EXAMPLES



They may have “wings” and bracing (fig. a), or be on a pallet, attached with metal bracing (fig. b). Boxes will be strapped and/or shrink wrapped to the pallet or to the top of the crates. Two cases or more may be banded together without bracing.

Crates and pallets leave us in perfect condition. We never ship anything damaged, cracked, or broken. Crates are always shipped upright, never on their side. Please contact your sales rep to discuss any questions you may have about receiving your goods.