

## What you should know about receiving your shipment

The day has finally come for your floor covering to be delivered, and you may have some questions or "what ifs" about the delivery process. While 99% of deliveries occur with little/no freight damage, there will always be instances where this happens. We will start by going over the basics of delivery, and then move in to more specifics like freight damage and shortages, and what your responsibilities are.

### Basics of delivery

1) **Delivery appointment:** For all residential deliveries, an appointment must be made with you by the freight line for the delivery of your order. If you have not received a phone call from the freight carrier in a timely manner, please contact your sales person.

2) **You must be present for delivery.** The freight carrier will not leave anything without someone being present to sign for the material. Make sure to be home the day of delivery.

3) **You are responsible to unload material.** All freight carriers require you to provide sufficient man power to off load your order when it arrives. Your sales representative can give you a good estimate of what your material will weigh to help you determine how much help you will need. There are exceptions to this with certain freight lines that offer lift gate or inside delivery at an additional charge.

### How to properly receive your order

Now that the freight line has arrived at your home or you are at a terminal to pick up your material, there are a few important steps that you should take to ensure that your order is in good condition, and ready to be installed.

#### Carpet, vinyl, area rugs, and pad (any rolled goods)

1) **First you will check the roll(s) for any exterior damage.** Roll goods are shipped in a heavy protective plastic covering. Is the plastic intact or is it torn? Is the plastic excessively dirty?

a. The plastic on my roll(s) is intact and fairly clean. I see no apparent issues. (move on to step 2)

b. The plastic on my roll(s) is torn in places and dirty. You will write on the delivery receipt the exact nature of the condition of the roll. Be specific and use detail such as "1 foot from the end there is a tear in the plastic that is roughly 18". Also note the damage to your roll that occurred as a result of this tear in the plastic. "The carpet has a tear approximately 3' from the end and the backing is dirty." Sometimes there will only be torn plastic and no damage to your material, but to cover yourself, write it on the delivery receipt.

2) **Next you will check for possible internal damage.** Check the core that each roll is wrapped around. Are you able to see through end to end? (you will not be able to do this with pad)

a. I can see clearly from end to end and the cardboard core seems to be in tact and not torn. Proceed to step three.

b. I cannot see or I am having difficulty seeing through to the other end of the core. In this case you may have what is called concealed or unseen damage. It is also possible that the core broke down in a place or two as well and there is no damage, but to cover yourself, write on the delivery receipt that there is core damage and possible damage to your roll on the inside.

3) **Step three involves counting.** Did you get all pieces associated with your order?

a. Everything I ordered is here. Proceed to step four.

b. I am missing a roll of pad or carpet. On the delivery receipt, you will write the items missing along with any other issues of concern mentioned (or not mentioned) above.

**4) Step four involves signing the delivery receipt.** For this step, most of you will sign the delivery receipt as free and clear of damage, and all pieces accounted for. If you have damage of any kind you **MUST** note it on the delivery receipt as suggested above or your claim will not be honored by the freight line. This is very important. Also, be sure to receive a copy of the delivery receipt for your records.

### **Palletized Goods, Hardwood, vinyl tiles, ceramic tiles etc**

**1) Inspect for external damage to the heavy plastic wrapping.** Palletized goods are also shipped with a heavy plastic wrapping. Inspect this wrapping to see if you see any places that are torn.

a. The plastic is intact and is not torn on my pallet(s). Proceed to step 2.

b. The plastic is torn or missing in areas. Carefully check each area where the plastic is torn. Are any of the boxes/materials damaged as a result? Note on the delivery receipt in a detailed regarding the condition of the materials such as torn boxes, broken pieces etc.

**2) Next you will inspect the condition of the material.** It is possible for the material to sustain damage without the plastic being torn. For this reason, remove the plastic to see if any boxes are dented, torn or dirty. If you cannot remove it, carefully look through it to see if any of the material appears damaged. Pay close attention to edges and corners as you inspect.

a. My pallet(s) are in good condition and I see no issues. Proceed to step three.

b. I see damaged material. Carefully note on the delivery receipt everything that you see and its approximate location on the pallet.

**3) Did you receive everything you ordered?** If you ordered 56 boxes of hardwood and two t-moldings, count each box of wood and each piece of molding to make sure that you have exactly the amount that your ordered.

a. I received everything I ordered. Proceed to step four.

b. I am missing my trim or one box is missing. Note this on the delivery receipt in exact detail that of what was missing.

**4) Sign the delivery receipt.** At this point you are most likely signing your delivery receipt free and clear of issues, but if anything is missing, damaged, torn, dented or if you are unsure about what you are seeing, make sure the delivery receipt has full description noted before signing it and giving it back to the driver. Also, be sure to receive a copy of the delivery receipt for your records.

### **Notes:**

Noting damage or possible damage on a delivery receipt does not imply a claim in fact exists, so if you are unsure about something, note it anyway. It can only help you if there are any issues.

Customers who sign their delivery receipt free and clear of damage are signing that there are no visible issues and that the order is all accounted for. You will have little chance to prove otherwise in this situation so take the time to go through the steps.

You will need to call our claims office to initiate the claim with the freight line. Gather all information about the shipment and contact our claims office by calling 1-800-535-8789, [Georgia Carpet Industries, Dalton, GA.](#)