TIPS & TRICKS

How to handle damaged shipments

The acceptance of shipments (signing the Bill of Lading) is an acknowledgment that all of the articles were delivered to a location properly packed, and in good condition. The delivering carrier is responsible for its safe delivery. This is a general guideline as to acceptance of these deliveries.

FOR ALL SHIPMENTS, DO NOT SIGN BILL OF LADING UNTIL:

1. You inspect the shipment. Please ensure:

- The number of pieces on each pallet has been confirmed and correctly match the Bill of Lading.
- All pieces on pallets (including boxes or bags on pallets) should be inspected for damage or missing material. Included in this inspection should be proper shrink wrapping and general awareness of how the materials look on pallets.
- Inspect "top loading" of equipment. Watch for crushed boxes, scraped, or scratched top boxes over equipment, or staples on the lower box ripped.

If everything is satisfactory after inspection, only then should you sign the Bill of Lading.

2. You note any issues with the shipment.

If pallets or merchandise is missing or damaged, you can accept a partial shipment by making a note of the missing pallet(s) or damaged material on Bill of Lading.

- Take a picture of the partial pallet (if product is missing) or the damaged material (if it appears altered in shipping).
- Take a picture or keep a copy of the Bill of Lading for documentation.
- Reject a pallet if the entire pallet is unsatisfactory. *(Freight companies only allow full pallets to be rejected. Partial pallets should be documented and received.)*

Only after noting the issues found with the shipment on the Bill of Lading, should you sign the Bill of Lading.

Once the Bill of Lading is signed for the carrier is released of any responsibility!
Be sure to inspect your orders thoroughly upon arrival before accepting your order.

If you have any questions or concerns with how your order arrived, please contact our Customer Service team at orders@water-right.com or by calling 800-777-1426. Our ability to assist relies heavily on how soon we are notified of the issue. Let us know as soon as possible if you have an issue.