

Signature Hardware

Operations • 2700 Crescent Springs Pike • Erlanger, KY 41017 • 866.855.2284 • Fax 859-431-4012

Protect your Investment from hidden damage

Dear Customer,

Thank you for shopping with Signature Hardware, we sincerely appreciate your patronage. Your goods have been shipped via common carrier and they will be arriving at your location in a few days. It is imperative that you follow the directions below to ensure that your items are not damaged and your rights signed away. Please read the instructions below before signing and receiving your purchases.

- 1) Examine the crate and/or skids that are being delivered. Pay special attention and look for:
 - a) Any obvious damage to the crate and / or boxes on the skid. Specifically, look for rectangular slits where a forklift may have penetrated the crate or carton(s).
 - b) Missing pieces to the crate – all tubs are shipped in a new wooden crate. Look for chards of porcelain or china under the skid.
 - c) Listen for broken pieces of china when the boxes are being moved from the truck.
 - d) Look for repairs to your crate – Our tubs are always shipped in a new crate. There will not be any repairs to the wood (the wood may be discolored as some crates will sit in the weather).
- 2) Look for signs that a crate / box has been tipped-over or has encountered an impact during transit.
- 3) If there is no obvious damage then open the top of the crate / box and inspect your item(s). Does the wrapping of the tub and / or items look new and fresh? Is bubble wrap torn? If so, then inspect that area for damage.
- 4) If no damage is found, then write the following, “1 crate received, items not fully inspected.” Sign the delivery receipt and file your copy for future reference.
- 5) If crate/skid damage is found, then carefully inspect the items prior to signing the delivery receipt. If the items appear to be in good condition sign the delivery receipt as above; “1 crate/skid received, not fully inspected.”
- 6) If you do find damage to your items please call Signature Hardware before you sign the delivery receipt accepting delivery. We will determine if the damage is extensive or cosmetic and whether the shipment should be accepted or refused. If delivery is accepted write “Items delivered damaged” and then sign the delivery receipt.

Note: While not necessary, digital pictures to document damage at the time of delivery is very useful when dealing with common carriers.

You must fully inspect all items within 5 days of receipt. Signature Hardware will not accept responsibility for reported damage after this period.

Again, we thank you for your business!