



17981 S. Ideal Pkwy
Manteca, CA 95336
P: (800) 655-1831
F: (209) 824-4684

info@pizzequipmentpros.com

FREIGHT DELIVERY INFORMATION

PLEASE READ THIS ENTIRE DOCUMENT CAREFULLY

We inspect and package all our products according to the recommended guidelines of standard freight shipping. We cannot be held responsible for orders not fully inspected before signing for delivery. We highly recommend you **print this document and have it with you** on the day of delivery.

- If your shipment arrives damaged, you will have two options. If you feel the damage is severe: 1) You have the right to refuse the delivery and it will be returned to our warehouse for inspection. If you feel the damage is minor and/or can be repaired: 2) You can accept the delivery in full, making sure to carefully and with detail notate the specific damage on the delivery receipt. Any loss or damage must be reported and noted on the delivery receipt to the carrier and reported to Pizza Equipment Professionals within 24 hours. When recording loss or damage, please use specific details and try to avoid general or generic terms such as "box damage" or "torn". This type of notation does not provide adequate support for the claim. An example of proper notation: "piece 1 had a 3" hole on the bottom of side A of the crate, after internal inspection a dent was found to the right side panel of the machine".
- If there are signs of visible damage to the outside of the crate/box (marks, scuffs, scratches, holes, etc.) take pictures and then kindly ask the driver if they can wait while you inspect the shipment further for internal damages. If there are no visible damages to the outside packaging, the driver is not responsible to stay and wait while an internal inspection is completed. We advise that you try and attempt to open the crate while the driver is there if they will allow you to. If not, always note on the delivery receipt that the shipment is "pending internal inspection". Inspect the shipment immediately for any internal damages (concealed damage). We only have (5) days from the delivery date to initiate a claim for concealed damage.
- Take pictures of ANY damages (external and/or internal) regardless if the shipment is kept or returned and send them to us when reporting. KEEP ALL PACKAGING EXACTLY THE WAY IT WAS DELIVERED (CRATES/BOXES/PALLETS/FOAM ETC.) FOR INSPECTION IF YOU DECIDE TO KEEP THE SHIPMENT AND FILE A CLAIM. Carefully set the packaging and the entire shipment aside in a safe/closed environment to hold for an inspector to come out. (If the packaging is not kept for the inspector, the carrier can deny any claim because there is not sufficient evidence proving there were damages received during transit with their company.) When dealing with concealed damage, it is the carriers' rationale that the damage could have been caused by the shipper, the carrier, or the consignee if there is not sufficient evidence showing them completely at fault. It is imperative that you follow these steps and sufficient evidence is supplied while submitting a claim; otherwise, it may result in the carrier only covering a portion of the claimed amount.
- Call the carrier immediately to report any damages and request an inspection. Once the call has been made to the carrier, call our offices at (800) 655-1831 and we will file a claim on your behalf.

**Failure to follow these instructions properly may forfeit any possible damage claims.
I have read and understand all information explained above.**

Signature: _____ Date: _____

Printed Name: _____



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FREIGHT DELIVERY - CHECKLIST

PRIOR TO DELIVERY	
	Schedule delivery for an off-peak time
	Print the "Freight Delivery Checklist" (via email or available on PEP website)
	Select a qualified person who will be responsible for receiving the shipment
	Reserve ample space to receive shipment if possible

ON DELIVERY DAY	
	Prepare necessary tools to inspect delivery (camera, step ladder, basic tools to open crate.)
	Make staff aware of delivery and to contact designated person upon arrival

WHEN RECEIVING SHIPMENT	
We <u>highly recommend</u> writing "pending internal inspection" on the delivery receipt . Take pictures and write detailed notes on the delivery receipt of anything that might be considered unusual.	
	EXTERIOR
	Count the number of boxes
	Check the outside of crate/box (marks, scuffs, scratches, holes, etc.)
	Check wooden pallet for splintering or breakage
	Take pictures of all sides of the crate/box (including top)
	INTERIOR
	If the exterior has holes, see if the interior packaging has subsequent holes
	Check for suspicious or torn packing material
	Check the product for damage
	Sign delivery receipt

SUSPICION OF DAMAGES	
Follow the outlined procedures to provide as much evidence as possible in support of the claim. See doc. Freight Delivery Information for details on your rights.	
	If the damage is severe, you have the right to refuse delivery.
	Note the specific damage on the delivery receipt and that pictures have been taken
	If the shipment arrives damaged, stop immediately. Move shipment along with packaging into safe/closed environment <u>AS IS</u> for a third-party inspector to review.
	Contact carrier immediately to make them aware there was an issue
	Contact Pizza Equipment Professionals within 24 hours to initiate claim with carrier
	You only have (5) days from the delivery date to initiate a claim for concealed damage