

RESIDENTIAL DELIVERY CHECKLIST

ShipCanada™

***Congratulations on your recent purchase.
Now let's ensure a successful delivery!***

1. If there appears to be any damage or markings to the crate or packaging, your shipment must be fully inspected before signing the bill of lading.
2. If the shipment appears to be in good condition, sign the bill of lading and retain a copy for your records.
3. If the shipment arrives damaged (for any reason) you have (2) options:
 - a. ACCEPT the shipment and NOTE the damage on the bill of lading.
 - b. REFUSE the shipment and contact our customer service line at 1-888-308-4872.
4. If you accept the shipment in less than perfect condition take pictures of the damage while the driver is present.

Things to Remember:

Each truck has multiple stops & shipments so it is important that the driver is able to contact you prior to delivery.

Most carriers "deliver" freight in the AM hours and "pick up" shipments in the PM hours.

Drivers are generally allotted a 1/2 hour for each delivery. If it's not possible to deliver your freight in a timely fashion, the carrier will return your freight to the closest terminal.