

# CLEARANCE CENTER: FREIGHT GUIDELINES



***OW Lee Clearance Center Products will arrive on a freight truck and will be dropped off at your curb on a pallet. The driver will call you 24-48 hours ahead of delivery to setup an appointment.***

***Please follow the below guidelines to ensure a smooth delivery of your new furniture:***

## **1. VERIFY COUNT**

Make sure you are receiving as many cartons and/or pallets as are listed on the delivery receipt. If any shortage is discovered note exactly how many cartons and/or pallets are missing on the driver's receipt and have the driver note the shortages on your copy.

## **2. YELLOW SHRINK WRAP**

Effective 01/08/18 O.W Lee started using Yellow shrink wrap on all palletized items. If you receive your shipment in any other colored or clear shrink wrap, please note on the receiving paperwork your shipment was not delivered in Yellow shrink wrap.

## **2. CAREFULLY EXAMINE EACH CARTON FOR DAMAGE**

If damage is visible, note "CARTON DAMAGED" on the delivery receipt and have the driver clearly note it on your copy. Both you and the driver should make joint inspections of the contents. Any damage to the product discovered should likewise be noted on the delivery receipt and on your copy. The driver should not be given a clear delivery receipt (one signed without exception) if there is the slightest crush, crease, scuff, or puncture on any carton. It is vital that you note the condition of any bruised or damaged cartons – such as "slight crush, top right corner" – on both copies of the delivery receipt. Be as definitive as possible. If the driver uses an electronic receiving device, and you identify possible damage, ask the driver to make a notation on the device of the damage and ask for an "exception#". This # is your proof that there is visible or possible concealed freight damage on your shipment.

## **3. IMMEDIATELY AFTER DELIVERY**

Open all cartons and inspect for concealed damage. Even though the driver has left, all cartons should immediately be opened and the contents inspected for possible concealed damage.

## **4. STEPS TO TAKE WHEN DAMAGE IS DISCOVERED:**

### ***a. Retain Damaged Items***

Not only must the damaged items be held at the point where received, but the containers and all inner packing materials must be held until an inspection is made by the carrier inspector. **PLEASE DO NOT DISPOSE OF THE PACKAGING!** If OW Lee is making a claim for concealed damage on your behalf, we require a picture of the packaging along with the claim.

### ***b. Notify OW Lee **within 5 days of receiving your damaged freight:*****

Contact OW Lee at (909)947-3771 or owleera@gmail.com