

RECEIVING YOUR FREIGHT SHIPMENT

STEP 1

Unload Product and Collect Paperwork (Delivery Receipt and Packing Slip)

STEP 2

Visually Inspect All Pallets and Cartons

- **Before the driver leaves**, walk completely around the pallets and loose items and visually inspect. Pallets should arrive evenly stacked and wrapped in plastic.
- Make sure there are no missing or damaged pieces.
- If loss or damage is noticed, **DO NOT** refuse the shipment. Ensure to mark "Damaged" on the driver's delivery receipt or on the electronic copy. If receiving paperwork is signed free and clear, a carrier will not accept a damage claim.

STEP 3

Within 48 hours of delivery, inspect all items internally

- Prior to installation, all boxes and packages must be inspected internally for damages. In the event of damage or defective items: **DO NOT THROW AWAY THE CARTON OR PACKING MATERIALS AND DO NOT ASSEMBLE THE PRODUCT.**

Your claim will be denied if you discard packaging material or begin assembly of any damaged products.

- Take photos of the damaged box before removing the items.
- Take photos of the damaged area and the entire box including the item number and PO number on the outside of the box.

STEP 4

Contact Source Office Furniture within 48 hours of delivery (either your store or email customerservice@source.ca)

The following will be required to file a claim:

- Source Order Number
- SKU number, quantity affected
- Description of loss or damage
- Pictures of the damage (three from different angles)
- Pictures of the box where the damage occurred
- Pictures of the overall box
- Signed delivery receipt showing notation of loss or damage upon arrival