

PLEASE INSPECT FOR DAMAGE

PLEASE BE SURE TO INSPECT SHIPMENT FOR DAMAGE

We rarely have issues with our shipments. However, if the product is signed for at the time of delivery and damage is later discovered, the carrier will not reimburse a damage claim. Replacement of damaged product will be at the customer's full expense.

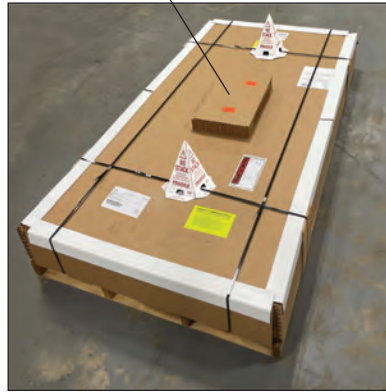
Please take the time to unwrap and inspect for damage prior to signing for and accepting shipment.

Warning signs of damage:

- Pallet is tilted on it's side on the truck (should be kept flat at all times)
- Pallet is stacked on top of or under other packages on the truck (should never be stacked)
- Obvious visible damage (puncture in box)
- Corners or edges of pallet appear damaged, including broken or missing boards
- Edge protection (corner board) is damaged or missing
- "NO STACK" cone is missing or crushed
- Packaging straps are damaged or missing



HARDWARE
ENCLOSED



Your shipment should look very similar to the ones pictured above (size may vary).

**IF DAMAGE IS DISCOVERED,
DO NOT ACCEPT SHIPMENT.**
(see below for what to do next)

If your shipment is damaged...

— REFUSE THE SHIPMENT —

This means the driver will put the package back on the truck and take it with them.

They will ship the item back to us. We will file the necessary paperwork and get started right away on a replacement for you. **DO NOT** sign for the item. Your signature is an agreement that your package arrived without damage. The freight company will not pay a claim that has been signed for and damage later discovered.

DO NOT allow the driver to leave the shipment with you. It must be returned to us to file a claim.

DO NOT be rushed by the driver. Please take the time you need to examine the shipment while they wait.

If only a few items are damaged and choosing to accept the delivery...

- Note the nature of the damage or shortage on the driver's delivery receipt.
- Save all damaged product and affected shipping cartons for inspection purposes. Snap and send photos of damaged product and shipping cartons to EVERWhite.
- Notify your EVERWhite customer service representative of the situation promptly. Shipment rejections and damages must be reported to EVERWhite within 2 days of delivery.

In the unlikely event of damage, contact EVERWhite immediately. 800.335.7319 or sales@everwhiteboards.com

We will handle everything from here. We will start the claims process and immediately begin production on a replacement product for you.

We will absolutely take care of you as our customer!