



Shipment Receiving Conditions

Thank you for ordering from American Filing Solutions and please give a copy of these receiving instructions to anyone in your organization that will be signing for this shipment.

The vast majority of shipments are on time and undamaged. However, shipping damage does occur. **It is critical that you read, understand and follow these procedures before signing any shipping papers.**

Customer responsibility during receiving Shipment:

- 1. If you have the merchandise being delivered to an unmanned site** and you are meeting the carrier company at location, call the carrier as early as possible and coordinate with them directly.
- 2. If you have any constraints on day or timings to receive the merchandise**, you should tell us either before Estimate approval or call the carrier and coordinate with them directly once you receive the tracking number from us. We are not responsible for any Shipment delays once the Merchandise is out from our factory dock.
- 3. Inspect the package or shipment carefully before signing the Shipment Receipt while driver is waiting.** You should take time to completely unwrap the package or at least enough to tell if there is damage you don't want to accept it. If you find any damages, you may refuse to accept this delivery and the driver should take it back. Sign the bill of lading as damaged and refuse to accept delivery. You must take photographs of the damage if possible and email them to us so we can talk to the shipping carrier intelligently about the problem. Signing a carrier's delivery receipt, with no notice of damage, declares that you have received the merchandise in good shape..
- 4. If you don't find any issues during your preliminary inspection but found damages when you fully unwrapped after the Driver left**, this is called 'Concealed damage' and you have up to 5 Business days to report any Shipping damages to us in writing. If you report any damages within 5 Business days, we will support at our best to resolve the issue as quick as possible, will walk you thru the process and monitors until the issue until it is fully resolved. You must take photographs of the damage if possible and email them to us so we can talk to the shipping carrier intelligently about the problem.

Contact our Customer Service team if you need help or have any questions.

Once again, Thank you for your Business and we look forward to serve you more.

American Filing Solutions
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