



## **MANDATORY SHIPMENT RECEIVING PROCEDURES**

### **UPS/Fed Ex Shipments**

-Items delivered via UPS or Fed Ex will deliver without appointment to the shipping address as is standard UPS/Fed Ex delivery protocol.

-If there is damage visible to the package, take a photo of the box as it was delivered before opening.

-Once a photo is taken, you may open the box to inspect the parts for damage. If there are parts that need replacement, please follow our damage claims steps in the terms and conditions available on our website or in your confirmation email. Provide the item SKU, part damaged and a photo of that part.

-Tracking will be provided that will provide an estimated delivery date. Be prepared for your delivery. DKD is not responsible for items that are stolen or left out in inclement weather after delivery.

-Please report all shipment damage within 48 hours of delivery to [csr@discountkitchendirect.com](mailto:csr@discountkitchendirect.com) complete with photos and items/part impacted.

Example Photo and Report:



Item 1: SG-COV QTY 1 - Fed Ex delivery damage

Item 2: SG-B12: Fed Ex delivery damage – right side panel and door

**FAILURE TO REPORT DAMAGE IN THE REQUESTED TIME FRAME WILL RESULT IN A DENIED REPLACEMENT CLAIM BY THE MANUFACTURER. Shipment damage must be reported within 48 hours. Concealed damage in visually intact packages must be reported within 10 business days from delivery with proper photos and documentation.**



## ***Freight/LTL Shipments***

- Freight shipments require an appointment to be made for delivery. The terminal will reach out via phone when the freight is ready to deliver to schedule that appointment. Appointment times are determined by the staffing and business hours of the local delivery terminal which is a 3<sup>rd</sup> party. We cannot schedule your appointment for you, you must contact the delivery company directly.
- The freight companies will not hold shipments for extended periods of time. If you do not contact the delivery service back in a timely manner and schedule an appointment, they may begin to charge storage fees for your shipment which will be due upon delivery. In extreme cases after attempting contact and receiving no answer, they will return the shipment to sender, and you will be held responsible for a return shipment fee and the restock fee assessed by the manufacturer for returned items.
- Orders that require a pallet will be delivered via Freight LTL with a 53' Semi truck with lift gate. THIS DELIVERY IS CURBSIDE ONLY. The truck will not drive down long driveways and dirt/gravel roads.
- If your location is not accessible by a lift gate truck, you will be responsible for providing an alternate address that is accessible or picking up the shipment at the delivering freight terminal.
- The driver is responsible for offloading the shipment curbside, and it is the responsibility of the recipient to move that shipment from the curbside drop off point inside the job site to a clean and dry location for storage.
- The driver WILL NOT conduct an inside delivery.
- A responsible party over the age of 18 must be available to inspect and sign for the delivery.
- You will need a device capable of taking photos when receiving the delivery
- The driver will provide you with a BOL. This is different than an item list that comes with the delivery from the manufacturer. The BOL will note the number of pallets or loose 8 ft boxes that are being delivered. ENSURE THAT THESE QUANTITIES MATCH THE ACTUAL NUMBER BEING DELIVERED.
- Take photos of all sides of the pallet as it is offloaded as a record of the state of the delivery when it arrived.
- DO NOT REFUSE YOUR DELIVERY WITHOUT PRIOR PERMISSION FROM DISCOUNT KITCHEN DIRECT. Refusing a delivery will result in return delivery charges from the shipper that you will be billed for as you are the party that requested the shipment to be returned to terminal. We are not able to file for replacements with the manufacturer if the shipment is not on hand and is in transit. Please contact us immediately at 866-353-2227 option 2 if you have any questions during the delivery process.
- If you see any damage to the packaging on the pallet, that is to be noted with the driver. If it is a paper BOL, note the damage on the DRIVER'S COPY in addition to your copy and ensure that the driver has signed. At this point, you are only noting damaged packaging or missing pallets/long boxes. In some cases, the driver may provide you with a case number. Write that on the customer copy of the BOL for your records. DO NOT TRUST THE DRIVER TO WRITE THE DAMAGES ON THE BOL FOR YOU. Ensure that

the damages are written in pen on the BOL before you sign. If the driver refuses to notate on the BOL, he must call his office and request an incident/control number to provide as proof it was reported properly.

-If the driver arrives with only electronic signature devices, he will show you the number of pallets/loose 8 ft boxes that is on the electronic BOL and you will sign on that device. If there is damage or missing pallets/boxes, the driver must call in to the terminal to report the damage and provide you with a Case/Control number for reference as proof it was documented and reported. Please write that number down in a safe place as it will be needed to file for replacement parts.

-Once you have verified that the correct number of pieces have been delivered, assessed the packaging, noted any damage with the driver and taken photos of the delivery, you may sign the BOL and release the driver. The driver is not required to wait for you to open and inspect boxes.

-If the BOL is signed free and clear with no notation of damage on the BOL, that means you are signing that the shipment was delivered in good condition with no visible damage. All shipment damage claims will be denied by the manufacturer if the BOL is signed without noting damage.

Example photo:

NO	QUANTITY	DESCRIPTION OF ARTICLES	WEIGHT / LB	DATE	PREPAID	COLLECT
1		QUOTE NUMBER: 8538194				
1		ITEM 080440 SUB:9 KITCHEN CABINETS ON PLT4	450			
1		ITEM 080440 SUB:5 KITCHEN CABINETS ON PLT5	803			
2		PLT5 102" L X 46" W X 42" H	1253			
		** SUBTOTAL ** WEIGHT & CHARGE				
1		FUEL SURCHARGE				
1		LIMITED ACCESS DELIVERY CHARGE				
1		LIFTGATE CHARGE				
1		NOTIFICATION FEE				
1		DIMENSIONS: 102 X 46 X 42				
1		OVER DIMENSION FEE				

-Yellow highlighted portion shows a total of 2 pallets. One 4ft long, one 8ft long.

-Customer has written on the BOL the visible damage and the shipper has provided them with a case number to reference

-Is noted subject to inspection because the driver does not need to stay while the customer inspects the box contents.

**FAILURE TO REPORT DAMAGE IN THE REQUESTED TIME FRAME WILL RESULT IN A DENIED REPLACEMENT CLAIM BY THE MANUFACTURER.** Shipment damage must be reported within 48 hours. Concealed damage in visually intact packages must be reported within 10 business days from delivery with proper photos and documentation.

### After the driver leaves

-Please check your order against the items received. Upon performing this inventory if you are missing any items from the order, please reach out to our customer service department at 866-353-2227 option 2 or [csr@discountkitchendirect.com](mailto:csr@discountkitchendirect.com). MISSING ITEMS MUST BE REPORTED WITHIN 10 BUSINESS DAYS.

-Please note that trim pieces such as fillers and moldings will be packaged together in most cases. Please open the trim boxes on the end to inspect the contents. Smaller items such as touch up kits and short filler pieces may have shifted to the bottom of the long boxes during shipment.

-Items such as roll out trays, full height door cabinets, and trash can inserts may arrive in multiple boxes.

-Some styles of cabinetry share the same trim and panel pieces as the paint color is the same, the only difference is the profile of the door (Example: Century Dove White Shaker and Glacier are the same color white, different door profile). Panels, trim and any items that do not have a door front/drawer front may be labeled with the paint color and not the door style. In the case of the example, panels and trim are labeled as Dove White.

-In some cases, you may receive multiple shipments if your order contains items from different manufacturers or if some of your items are out of stock at our main shipping warehouse and must come from a secondary warehouse. You will receive tracking for each shipment as it is available to us.

-If you have any questions about any of the items on your order, or shipment receiving procedures, please reach out to us at 866-353-2227 or [csr@discountkitchendirect.com](mailto:csr@discountkitchendirect.com).

**Failure to follow these procedures may result in the manufacturer and shipper denying replacement parts and freight damage claims. It is critical that these procedures are followed in the stated time frame to receive any needed replacement parts. Discount Kitchen Direct and our manufacturers are not responsible for damage that occurs during the assembly and installation process. All shipment damage must be reported and photographed prior to assembly and installation.**