

## Required Action Items to Complete Before Signing for Large Order Delivery

We appreciate the trust you placed in us when you submitted this large order, and we want to do all we can to ensure your investment is protected! Below are required action items that must be completed by the person signing for the delivery when the order arrives.

### Complete the following action items **BEFORE** signing the Proof of Delivery (POD) Slip!

1. Make sure that the info on the Proof of Delivery slip matches what is on the Bill of Lading (BOL).
  - If something doesn't match, write down on the POD slip what doesn't match the BOL.  
**\*\*Be sure to initial next to where any changes are made on the POD\*\***
2. Make sure the number of pallets received matches the number of pallets on the POD slip.
  - If you did not receive ALL your pallets, you must change the number of pallets on the POD slip to the number of pallets that were received.
3. Make sure that the total number of boxes listed on the BOL & POD slip are accounted for.
  - This may mean taking the time to unwrap each pallet to ensure that the right number of boxes has arrived.
4. Make sure that there is no damage to any of the boxes.
  - If any boxes have sustained damage, please note it on the POD slip and take photos or videos as well, if possible (images of damage will be required to file a claim).

Again, **these action items must be completed BEFORE the Proof of Delivery slip is signed!** If boxes or pallets are found missing from the order after the POD is signed, and the POD was not updated with any changes, any claims for the missing items will be denied by both the freight carrier and our supplier. The POD slip is everyone's evidence of what was truly delivered, so it's up to you to make sure it is correct before signing it.

You have 90 calendar days from the date the order is delivered to submit a claim if there is anything else wrong with the order. This might include bad imprint quality, wrong art used, wrong imprint or item color, damage to all or some of the items, wrong ink color, wrong item in general, someone else's item, the products don't work as intended, etc.

Any claims filed past 90 calendar days are automatically denied. We strongly suggest that you check your order thoroughly once it is received so that any potential issues can be addressed immediately.

Please let us know if you have any questions or concerns regarding this information, and we will be happy to clarify for you. We look forward to working with you on your next order!