Regarding Diving Boards
IMPORTANT NOTICE

INSPECT FOR DAMAGE
AT THE TIME OF DELIVERY
BEFORE YOU SIGN THE DELIVERY RECEIPT.

If damage is not noted on the Trucker’s copy of the delivery receipt, then the freight company can say that the damage may have occurred after it was delivered to you, so that you will have to pay for the repair.

Instructions regarding damage claims:
This merchandise was inspected & carefully packed before leaving the factory. The truck company (“carrier”) is responsible for safe transport & delivery.

1) Visible damage:
Any external evidence of damage **must** be noted on the delivery receipt and signed by the truck driver before receiver signs. Failure to describe evidence of damage, on the delivery receipt before signing as the receiver, may result in refusal to honor the claim (refusal by the carrier). If the outside carton / box / crate is damaged, then it is recommended and advised by the carrier to inspect the contents of the shipment (*driver must wait until this is completed – If the driver will not wait, REFUSE shipment*), in turn, he will call his terminal to get an exception # for the possible claim.

If the board looks like it is not repairable in the field, **refuse** the shipment and contact your dealer ASAP. If the receiver is unsure if the damage is repairable, note the bill of lading with damages, then contact Duraflex immediately for further review.

2) Concealed damage:
If damage is **NOT** noted on ‘Carrier’s Copy’ of the delivery receipt, then most likely the carrier will decline the claim. Concealed damage (where the outside carton / box / crate shows ‘no evidence’ of damage and the consignee finds damage after the fact) must be reported 5 business days from the delivery date to Duraflex by phone. Photos of damage found, complete description and location of damage will be necessary.