

# DELIVERY ACCEPTANCE INFORMATION

**IMPORTANT: PRIOR TO ACCEPTING A DELIVERY, PRINT AND READ THESE INSTRUCTIONS!**

You may download and print a PDF version of this information at: <http://www.SignsByWeb.com/deliveryinfo.pdf>

This message contains important information regarding the delivery of your order. If you have any questions, please contact our customer service department at 1-800-420-0098. We are available Monday-Friday, 9am-5pm EST

NOTE: Signs shipping via freight can typically weigh over 200 pounds. Please make sure you have a loading dock, proper lift equipment or the necessary manpower to remove the shipment from the truck. Lift gate and white glove services are not included.

## SHIPPING CONFIRMATION

When your order ships standard freight, you will receive confirmation via email the following day. The message will include the PRO (tracking) number and name of the freight carrier. You may contact the carrier or track the shipment via carrier website, with the PRO number.

If your sign is being delivered by production facility vehicles, no tracking information will be provided. Driver is instructed to contact recipient before delivering the sign.

## IMPORTANT INFORMATION FOR ALL DELIVERIES

For insurance reasons, freight carrying companies do not allow drivers to back into any driveways, dirt roads or other out-of-the-ordinary lanes, paved or unpaved. Freight drivers will only hand boxes, crates, or tubes from the trailer to the person accepting the shipment. NOTE: Neither the freight carrier nor SignsByWeb.com nor affiliate company will be responsible for any missing or damaged material after the shipment is off-loaded from the freight carrier and the delivery receipt signed, under most circumstances.

## RESIDENTIAL DELIVERIES

Residential deliveries are curbside only, and require that someone be present to accept the shipment. The person(s) accepting the shipment should be capable of lifting any boxes, crates, or tubes, and must have a means of transferring the material from the truck to the installation or storage area.

If the delivery point is far from installation or storage area, arrangements must be made to meet the driver and transfer the material to another vehicle. Prior to delivery, please advise anyone at the residence or a neighbor that you are expecting a delivery. If the shipment arrives earlier than scheduled, have the advised person inform the driver that delivery cannot be accepted and will have to be rescheduled. The same applies if you schedule a window of delivery time and the driver arrives after you had to leave. NOTE: If the advised person accepts and signs for your order, neither the freight carrier nor SignsByWeb.com nor affiliate company will be responsible for any missing or damaged material not properly noted on the delivery receipt, under most circumstances.

## BUSINESS DELIVERIES

Any business receiving deliveries should have a loading dock opened during normal business hours. Businesses receiving deliveries should have a forklift available, if possible, at the loading dock. If no forklift is available, the driver will hand the boxes from within the truck to the receiving personnel. If no loading dock is available, please refer to residential delivery policy.

## FREIGHT TERMINAL PICKUP

Take a copy of the delivery acceptance instructions and the invoice with you when picking up your order from a freight terminal. You will need these documents for verifying completeness of the shipment and for handling any shortages and/or damage. NOTE: Customers must pick up orders within three days of arrival at the terminal to avoid storage fees.

## REFUSALS

You CANNOT refuse your shipment unless it is not what you were invoiced for. NOTE: Some of our products are private labeled and thus the product name on your invoice, as well as that on the website, may not be indicated the boxes received.

## DELIVERY INSPECTION

Upon delivery, if any items are missing or damaged, or if the shipment is not intact, clearly note each item on the delivery receipt. Have the driver call the terminal for an exception number from the freight company's OS&D department (Over, Short & Damage), then clearly write the number on the delivery receipt. If you are picking up the order from the freight terminal, ask the dock manager to get the exception number. This is required for approval of a claim. Also, YOU MUST RETAIN ALL DAMAGED MATERIAL until our claims department provides you disposition instructions. If the delivery driver says he cannot call the terminal for an exception number or that you cannot write anything on the delivery receipt, DO NOT SIGN the delivery receipt. This also applies if you are picking up the order at the freight terminal and the dock manager tells you the same. Call the freight company and have them speak with the driver or terminal representative. If it is after hours, ask the driver for his terminal phone number, then contact the OS&D department directly. NOTE: Signing a delivery receipt transfers liability from the freight carrier to the consignee (you, the customer). Therefore, accurately following these instructions is for your protection.

## EXTENT OF DAMAGE

Call Signs By Web immediately at 1-800-420-0098, if the shipment contains substantial damage (75% or more). If you are calling before or after our business hours (9:00am to 5:00pm eastern time), refuse the order and have the driver call his OS&D department. NOTE: If you refuse the order and the freight carrier reports that the damage is only minor, you will be responsible for any redelivery charges.

## EXCLUSIONS AND ADDITIONAL CHARGES

Deliveries to residential or business locations DO NOT include inside-a-dwelling delivery, flat bed trucks, lift gate service, or a pallet jack. These are considered additional-charge services and must be authorized in advance by, and pre-paid to SignsByWeb.com. If an order is refused for reasons not covered in these instructions, the customer will be responsible for all shipping and restocking fees, and returned freight charges.

## FREQUENTLY ASKED QUESTIONS

What is a PRO number?

A Pro number is a term used by the trucking industry to identify a freight bill and corresponds to a scannable bar code. This is also referred to as a freight bill number or tracking number.

What type of delivery truck will be making my delivery?

Most deliveries are made by a tractor trailer from larger, well-known freight carriers.

What is a Delivery Receipt?

A delivery receipt is a control document used in delivering freight to a consignee (the customer). It is signed by the consignee and the driver to indicate completion of delivery. Delivery receipts are also used for collecting monies and recording delivery exceptions.

What is a delivery exception number?

Delivery exception refers to any shipment shortage, overage or damage.