STOP!

DON’T SIGN FOR YOUR SHIPMENT UNTIL YOU INSPECT!

Please notify all staff members of this delivery process.

WHEN YOUR SHIPMENT ARRIVES:

☑ Count your packages and make sure it matches the driver’s delivery sheet
☑ Inspect all packages (before the driver leaves)
  • Examine all items for damage at the time of delivery
  • Damage to products or packaging must be noted on the delivery receipt
  (drivers hand held device)
  • Take photos of the damage
☑ Record Inspections on the delivery receipt (before the driver leaves)
  • Note if driver does not give you time to inspect on this delivery sheet
  • Record any dents, rips, holes, missing strapping, broken pallets, or water stains
  • Note any rough handling or dropping of items during the delivery process
    - If this occurs indicate there may be “concealed damage”
☑ Refuse damaged piece(s)
☑ Report any damage or missing items immediately to the manufacturer and to your Midwest Sales Rep.

IF THE SHIPMENT IS SIGNED FOR WITHOUT NOTATIONS:

☑ Freight companies will not accept responsibility for any shipments without notations of damage
☑ Later discovered damages are considered “concealed damage”
☑ Consignee (you) are responsible for all shipping charges and repairs

IF THERE IS DAMAGE, IT IS CRITICAL YOU DO THE FOLLOWING:

☑ Save all packaging material for inspection and return delivery (including pallets)
☑ Take photos of the outside and inside of damaged packages
  • You can’t have too many photos
☑ Damaged items may need to be returned before any replacement equipment can be shipped
☑ Report all damages to the manufacturer and your Midwest Sales Rep. immediately

IMPORTANT POINTS CONCERNING MOTOR FREIGHT DELIVERY:

☑ Delivery times are generally during normal business hours 8:00 am to 5:00 pm Monday through Friday
☑ If your shipment requires lift gate and customer assisted inside delivery (CAID), you must assist the driver in getting the product inside the clinic
☑ If delivery is refused or clinic hours make the freight company unable to deliver
  • Re-delivery fees may apply
  • Additional charges will be billed to the customer

INSPECTION OF YOUR NEW PRODUCT IS IMPERATIVE!

COUNT • INSPECT • RECORD • REFUSE • REPORT

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