

DELIVERY & FREIGHT INSPECTION

DELIVERY TIME:

Most orders leave the warehouse in 1 to 3 business days. This item will deliver by freight truck and the average transit times vary by location from 2 to 6 business days.

FREE FREIGHT:

Free shipping applies only to our standard shipping services. Free shipping does not include farm delivery or hard-to-reach access locations such as schools, military facilities, etc. Standard shipping does not include Lift Gate Delivery fees that can be associated with shipping larger items by freight truck. Free freight promotions apply to the contiguous* US only.

Customer is responsible for incurred fees by the LTL Freight carrier if:

- There are redelivery or reconsignment shipments due to incorrect shipping information provided from the customer
- The customer misses their scheduled appointment with the LTL Freight carrier

Please note all residential deliveries will require a delivery appointment.

NOTE: IF LIFT GATE DELIVERY IS NEEDED THERE WILL BE AN EXTRA \$35.00 CHARGE.

Lift Gate Delivery will be needed if you do not have access to a loading dock or forklift. If lift gate service is added, the freight company will deliver your order with a special trailer that has a hydraulic lift to safely lower your toolbox from the back of the truck to ground level. Rockin' Tool Boxes is not responsible for damaged products once the customer receives them.



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B. If damage to packaging is evident, you have a right to inspect your tool box. If you have an issue with the driver not allowing inspection, call us immediately at 630-788-4645

If there is damaged packaging you have 2 choices:

1. Sign the Bill of Lading, "Possible Damage, Subject to Inspection", and accept the tool box.
2. If damage is clearly evident, DO NOT SIGN bill of lading and REFUSE the shipment.



WARNING!!!

IF YOU FAIL TO SIGN THE DELIVERY RECEIPT AS NOTED ABOVE, ROCKIN'TOOL BOXES WILL NOT BE RESPONSIBLE FOR REPLACING DAMAGED ITEMS NOR WILL THEY BE RESPONSIBLE FOR FILING YOUR FREIGHT CLAIM IF THERE IS DAMAGE!!!

You are protecting yourself by signing the Proof of Delivery receipt (or bill of lading) "Possible Damage, Subject to Inspection."

That statement allows us to act on your behalf if there is shipping damage. If you sign to accept your tool box free and clear without noting possible damage, NMFC Regulations state that you have signed a contract with the freight company which says that you (or your authorized representative) have inspected your item; you are receiving it without damage; and you are waiving your right to any freight damage claims against the shipping company.

A small tear in packaging or broken strapping/shrink wrap around the packaging can mean tool box damage.

Once you have accepted your tool box, you still need to inspect it.

4. REMOVE THE CRATE OR CARDBOARD PACKAGING. GET ASSISTANCE AND LIFT THE PACKAGING STRAIGHT UP AND OVER THE TOP OF THE TOOL BOX.

Use a hammer / pry bar to dismantle it. Be sure to save all of the pieces in case the tool box needs to be returned. It must be returned in original packaging.

5. PERFORM A FINAL INSPECTION OF YOUR TOOL BOX. IF YOU FIND ANY CONCEALED DAMAGE.

1. Take pictures of the damage
2. Call your salesperson immediately and email pictures

6. BY FOLLOWING THE INSTRUCTIONS FOR RECEIVING AND INSPECTING YOUR TOOL BOX, ROCKIN'TOOL BOXES WILL HAVE THE DOCUMENTATION NECESSARY TO WORK OUT A RESOLUTION FOR SHIPPING DAMAGE WITH THE SHIPPER IF IT IS NEEDED.