

## DELIVERY & FREIGHT INSPECTION

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### 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.***

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### **NOTE: IF LIFT GATE DELIVERY IS NEEDED THERE WILL BE AN EXTRA \$60.00 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.





# DELIVERY & FREIGHT INSPECTION

We are proud of our delivery record!

99% of our tool boxes arrive in perfect condition.

In the event that your tool box arrives in less than perfect condition, for your own protection, it is **VERY IMPORTANT** that you follow the steps below to receive and **INSPECT** your tool box at the time of delivery.

Steps to follow to receive your new tool box:

**1. SHIPPER WILL CALL TO SCHEDULE AN APPOINTMENT FOR ALL RESIDENTIAL DELIVERIES.**

Your salesperson will be able to provide you with the shipping company and a tracking number within 24 hours of the ship date. All residential deliveries require an appointment. We also strongly suggest that you arrange an appointment for commercial/other deliveries.

If possible, the purchaser should be the one to receive and inspect the tool box. If an authorized representative receives your tool box, be sure they know the procedures as outlined below.

**2. HAVE THE TOOLS READY WHICH MAY BE NECESSARY TO OPEN THE PACKAGING.**

- A. Blade to cut strapping (do not cut cardboard packaging - lift straight up to remove cardboard)
- B. Hammer or pry bar and metal snips / shears if your tools box is crated
- C. Cell phone
- D. Camera / cell phone that can take pictures

**3. RECEIVE AND INSPECT YOUR TOOL BOX:**

**DO NOT SIGN TO ACCEPT YOUR TOOL BOX WITHOUT FOLLOWING THE STEPS BELOW!**

- A. When your tool box arrives inspect the packaging.
  - (i) Freight carriers delivery time is limited, so you will only have a short amount of time to look over the packaging to determine if you need to open it to inspect.
  - (ii) Contracts with freight carriers state that you may only inspect your shipment if there are signs of damage to the exterior packaging.

Signs of damage do **NOT** have to be major (see below). They can be scrapes, holes in packaging, torn shrink wrap, broken pallets, etc. If any sign of damage is apparent, **STOP & note damage on bill of lading (POD)**,

**POSSIBLE DAMAGE SUBJECT TO INSPECTION {torn packaging, broken pallet, etc.}**

**Sign your name and ask driver to initial. Take pictures of damage.**

If you see tears, dents, forklift marks, damaged/wrong pallet, etc., you have a right to inspect or refuse.

Pallet should be new & larger than tool box



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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.

You may need as many as 4 people to remove wooden crates. If the crate is too difficult to remove by lifting, then 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.