



FREIGHT SHIPMENT SIGNING INFORMATION

Before signing your name when receiving your shipment, please follow the instructions below.

This information is pertinent to all products that may be shipped via freight carrier such as clawfoot tubs, pedestal tubs, solid surface tubs, walk-in tubs, etc.

BEFORE SIGNING FOR YOUR SHIPMENT:

1. Examine the box/crate and look for:
 - a. Damage or defects on the box/crate (broken pieces, bent areas, holes/tears)
 - b. Rectangular shaped holes/tears where a forklift blade may have penetrated the box/crate
 - c. Indication that the box/crate sustained a tip over or strong impact. (see Tip'n'Tell indicators on box/crate)
 - d. Indication that the box was dented, opened, or crushed
 - e. Indication that the box/crate was repaired
 - f. Listen and Look for loose or broken parts moving around inside the box/crate
2. If you **DO NOT** see damage to the box/crate:
 - a. Count and write the exact number of boxes/crates received on delivery receipt
 - b. Sign receipt where appropriate
 - c. Retain a copy of receipt for your records.
3. If you **DO** see damage to the box/crate:
 - a. Write a description of all visible damage on delivery receipt. (Be as specific as possible and take pictures when possible)
 - b. Open box/crate and inspect your product(s) for visible damage
 - c. If you **DO** see damage to your product(s):
 - i. Write all visible damage on delivery receipt. (Be as specific as possible and take pictures when possible)
 - ii. **REFUSE the shipment**
 - iii. Contact Tub King immediately (888) 920-5464 or (800) 409-3375

Important Note: The delivery drivers must allow you to inspect the shipment and note any damage. If there are signs of damage and they refuse to let you inspect your shipment, you can do 2 things:

1. Write **“Delivered but not inspected”** on the delivery receipt and then contact Tub King immediately to inform us of the issue. (888) 920-5464 or (800) 409-3375

OR

2. **REFUSE** the shipment and then contact Tub King immediately to inform us of the issue. (888) 920-5464 or (800) 409-3375

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AFTER YOU HAVE SIGNED FOR YOUR SHIPMENT:

1. If you noted any damage on your delivery receipt:
 - a. Take pictures of any damage to the box/crate and to the product(s)
 - b. Within **24 hours** (Monday – Friday), unpack the box/crate and carefully inspect the product(s) for any concealed damage. (regardless of noted damage at the time of delivery)
 - c. If you find any concealed damage to your product(s):
 - i. Call and notify Tub King immediately. (888) 920-5464 or (800) 409-3375
 - ii. Then contact the freight carrier to notify them of the concealed damage. (Be sure to have your delivery receipt number available and make note the day, time, and name of the representative you speak with.)
 - iii. Request an inspection. (after that someone from the freight carrier or Tub King will be in contact with you regarding the situation)

Important Note: Failure to report damage to the freight company and request an inspection for concealed damage within **24 hours** of receiving your product(s) may jeopardize your right to a replacement for the damaged product.

Important Note: Signing a delivery receipt without inspecting the box/crate and product(s) for damage means you are acknowledging receiving the product(s) **“In Good Condition”**. Your signature also means the freight company will use the delivery receipt you signed to reject and refuse any damage claims Tub King would make on your behalf. **By signing “In Good Condition” for the shipment you are relieving the freight carrier and Tub King of any liability for any concealed damaged found later.**

Please contact Tub King immediately for any assistance:

Monday – Friday 9:00am-5:00pm EST (888) 920-5464
Monday – Friday after 5:00pm EST (800) 409-3375
Saturday – Sunday (800) 409-3375

Examples of how an undamaged crate should look.



Cast Iron Clawfoot Bathtub



Cast Iron Pedestal Bathtub



Walk-in Bathtub

Tub King thanks you for your business!