

# RECEIVING INSTRUCTIONS

## Prior to signing the freight bill please check the following:

- Confirm you received the correct number of pallets and / or boxes per the Bill of Lading.
- Confirm all packaging (wraps & bands) of the pallets and /or boxes are intact.
- Confirm there is **NO** visible damage to the pallets and / or boxes.

**\*\*Any damage(s) MUST be photographed as soon as it is identified.\*\***

## What to do if there are any Damages or Missing Products?

1. The freight bill **MUST** be signed for as Damaged or Missing Product.
2. Notify Open Plan Systems' Field Services Department **as soon as possible** of the issue.  
Carey Allen: (Phone) 804-523-8139 (Fax) 804-523-8174 or [callen@openplan.com](mailto:callen@openplan.com).
3. A copy of the Freight bill **MUST** be forwarded to Open Plan Systems immediately.
4. Damaged Items **MUST** be identified along with the pallet number.
5. A picture of the Damaged Product **MUST** be provided showing exactly how it arrived along with packaging. If pictures are provided after installing or after handling it is up to Open Plan Systems' discretion to determine cause of damages.

**\*\*To receive full credit or free replacements, the picture MUST show items still packaged.\*\***

**\*\*Items must NOT be installed, or credit and/or replacement parts may be subjected to fees.\*\***

## All products Must be verified within 24 Hours of receipt.

### **\*\*All Claims on Shortages Must be Made Within 30 Days of Receipt of Product\*\***

- Verify all items that you received via your packing slip are correct.
- Verify the number of pieces for each item is correct.
- Open Hardware Box(es) and verify that items listed are correct.

**\*\*Each pallet has a listing and count of all the items either on the pallet or in a Box.\*\***

If there is any discrepancy with the above or you need more help, please contact Carey Allen – Field Services Support at 804-523-8139 or [callen@openplan.com](mailto:callen@openplan.com).

**ALL ORDERS ARE VIDEO TAPED PRIOR TO SHIPPING.**