



Crated Delivery Policy

For Warehouse Personnel and Dealer's Review

For a damaged crate delivery:

If the common carrier attempts to deliver an obviously damaged crate, please take many photos. The photos should be taken of the crate on the back of the carrier's truck, being unloaded, and once it is unloaded. Sign for the crate(s) damaged. Notify the dealer who, in turn, will notify Arnold. Do not sign for the crate as "clean." Immediately open the crate and document any damages with photos.

Timeframe to inspect:

Any crate(s) from Arnold should be opened promptly upon receipt at the warehouse. All items should be inspected **within 48 hours of delivery** and any damages should be noted with photographs. Notify the dealer who, in turn, will notify Arnold.

Damage noted during or after Installation:

Damages that are noted during or immediately after installation will be assumed to have occurred during transit from the warehouse to the job site and will not be the responsibility of Arnold.