



avente llc.

H a n d P a i n t e d T i l e s

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## Customer Guide to Receiving Freight

**Receiving freight is easy. It's important to follow these simple steps:**

1. When the shipment is delivered inspect it immediately for obvious signs of damage.  
Look for:
  - a. Broken tiles
  - b. Ripped, crushed, or torn boxes and pallets
  - c. Water damage or signs of extreme heat or fire.
  - d. Footprints or tire tracks.
  - e. Torn or removed shrink wrap. Tile boxes are shrink-wrapped to the pallet prior to leaving the warehouse. Shrink wrap should be intact.
2. Compare the number of shipping units received to the delivery receipt.
3. Take several digital photos of the pallet when received and of any damage.
4. If the condition and quantity of your freight is acceptable, the driver will ask you to sign the delivery receipt. The driver will give you a copy and take the original signed copy with him/her as proof of delivery for their company records.
5. A signed delivery receipt with no **exceptions** is called a "clear delivery." Clear deliveries indicate that there was no shortage or visible damage at the time of delivery.
6. If a shipment is either short or damaged you may still accept delivery of undamaged goods. Do not accept any damaged tiles or boxes and note any exceptions on the receipt. Point out the exception to the driver, too. Contact Avente Tile **immediately**.

### **Tip: Eliminate Extra Charges**

- Be prepared to accept the shipment when the carrier arrives. Most carriers will add a "second delivery" charge if they must make additional delivery attempts.
- Extra charges also apply for lift gates, residential and inside delivery. If needed, these accommodations should have been established at the time delivery was originated.

### **Claims and Exceptions**

- Although carriers strive to ensure every shipment arrives in tact and free of damage, problems can occur. If all or part of your shipment is lost or damaged, contact your carrier or representative to file a claim **IMMEDIATELY**.