

EXPECTING A FREIGHT SHIPMENT?



Before you sign...

Although we pack our fragile orders carefully, there are rare occasions when orders become damaged in transit.

Runyon needs your help in these situations to recuperate and remediate orders damaged in transit.



It is very important that you follow these delivery instructions:

STEP 1



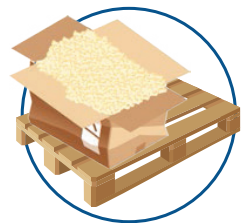
Do not sign for your shipment without prior inspection. Freight companies are responsible for inspecting items when picking up a shipment from us, and if in good condition, they sign for it.

STEP 2



If there is visual damage to the packaging, the driver is required to wait for you to thoroughly inspect the equipment.

STEP 3



Visually inspect equipment deliveries for any damages before signing the receipt.

If you find damages, you have options...



OPTION 1:
Refuse the unit



OPTION 2:
Accept the unit with freight damages



Take photos of the equipment fully packaged, at various angles, and several stages of unpacking the equipment.



Sign for the shipment, and notify us ASAP so we can file a freight claim to the company **within 5 days of receipt.**

NOTE: Once you sign for your shipment, even if you signed it "Damaged," "Subject to Inspection," or make any other notes about your delivery, **we will need to file a freight damage claim with the freight company on your behalf.**

With that in mind, please give us as much info, and let us know as soon as possible, so we can handle it right away.

Have questions or concerns?

When in doubt or for questions throughout any part of this process, contact us at **800.896.8665** prior to signing for equipment freight shipments, or reach out to your sales rep.