

Dear Customer:

Thank you for your business - we appreciate it very much.

This Information is pertinent to all product that MAY BE shipped via freight carrier such as tubs, toilets, sinks, vanities etc. Please follow the same signing instructions.

Please print and read the following information about your freight shipment:

Do not sign away your rights to be protected from hidden shipping damage!

Do not just sign your name!

Follow these instructions EXACTLY!

IF YOU ARE ABOUT TO SIGN FOR YOUR PRODUCT...

- 1) Take two minutes to examine the crate in front of you. Look for:
 - a) Any obvious damage or defect on the crate (such as broken pieces or the crate does not appear to be intact).
 - b) Rectangular-shaped holes where a forklift **Blade** may have penetrated a crate side.
 - c) Shoddy-looking repairs to the crate.
 - d) Any indication that the crate has sustained a tip-over, or a strong impact anywhere.
 - e) Any indication that boxes have been dented, opened or crushed or if you heard noises such as loose or broken product moving around inside
- 2) **If you DO NOT see damage to the crate** or boxes, count and write down the exact # of boxes received on delivery receipt, sign receipt where appropriate and retain copy for yourself.
- 3) **If you DO see damage to the crate**, notate all visible damage on receipt. **Be as specific as possible in noting damage.** Open top of crate and do a quick inspection of tub if visible damage to **top of roll rim or inside of tub** automatically refuse delivery.
- 4) **If you DO see damage to the tub**, please notate all visible damage on delivery receipt. Open and do a quick inspection. **Refuse any broken or damaged** items noting which pieces you are refusing and how many pieces exactly you are receiving on delivery receipt.

**If you are not sure how to sign please contact customer service Immediately 1-877-868-1369
Press 2 for Customer Service**

The Truck Drivers are instructed to allow you to inspect noted damaged product at time of delivery, if you should have any problems with the inspection call Vintage Tub & Bath immediately.

THEN AFTER YOU HAVE SIGNED FOR YOUR DELIVERY

If you noted damage on your delivery receipt, please take digital pictures of damaged containers and product. Regardless of noted damage at time of delivery, you have 48 hours (M-F) to uncrate the tub or unpack the box and carefully inspect for concealed damage. If you find any concealed damage call freight co. immediately and provide the delivery receipt#. Make note with whom you spoke, the date and time and request an inspection.

Please note: Failure to report damage to freight co. and request an inspection within 2 business days of delivery may jeopardize YOUR right to replacement of damaged product.

REMEMBER: Your signature on a written document has real legal power! Signing a delivery receipt means that you are acknowledging receipt of an item *in good condition*, unless you noted otherwise on the delivery receipt (you can read your delivery receipt yourself to verify this). It also means that the freight carrier will use the document you signed to reject any damage claims that VTB makes on your behalf.

If not installing tub upon receipt; make sure tub is stored in a dry place, out of the elements.

**CALL VTB TOLL FREE 1-877-868-1369 IF YOU HAVE ANY QUESTIONS
Press 2 for Customer Service.**

Monday – Friday: 9:00 am – 5:30 pm EST

VTB THANKS YOU FOR YOUR BUSINESS; ENJOY YOUR NEW PRODUCT!