



## Shipment Receiving Instructions

Please utilize the following procedures when receiving freight shipments from KCD to insure they are being handled in the correct manner.

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- All shipments must be thoroughly inspected upon receipt from the carrier to insure that no damage has occurred to the shipment during transit.
- If there is no physical damage to the packaging or product, the shipment can be signed for clear.

*It is our goal to provide you with high quality products and best-in-industry service. Please help us achieve our goal by following the outlined instructions for submitting a claim for freight damage.*

- If there are any signs of physical damage to the packaging or product, the following procedures **MUST** be followed:
  1. Thoroughly examine both the freight and packaging:
    - **NOTE ANY DAMAGE TO THE FREIGHT AND PACKAGING ON THE DELIVERY RECEIPT BEFORE THE DRIVER LEAVES THE PREMISES.**
    - **IT IS REQUESTED THAT WHEN SHIPMENTS ARE BEING RECEIVED, PLEASE BE OVERLY CAUTIOUS NOTATING POTENTIAL DAMAGE.**
    - **MULTIPLE PICTURES OF THE DAMAGED PACKAGING AND/OR PRODUCT ARE REQUIRED TO SUBMIT A WARRANTY CLAIM, PREFERABLY WHILE IT IS STILL ON THE DELIVERING TRAILER.**
  2. Make sure both the receiver and the driver sign and date next to the notation of damage on the Delivery Receipt.
  3. **DO NOT DISPOSE OF DAMAGED MATERIAL.** In some cases, the carrier may choose to retrieve the damaged product.
  4. Place the damaged shipment in an area away from activity where it can be inspected or you are contacted and told that an inspection has been waived.
  5. To process a freight claim, contact KCD immediately via phone at 919-833-6532 x3 or e-mail at [returns@kcdus.com](mailto:returns@kcdus.com). You will need to provide the PRO# that the damage occurred on, the required pictures showing the freight damage and other important information regarding the shipment.

**Failure to follow these instructions upon receipt may result in your warranty claim to be denied.**