



RECEIVING instructions

When receiving shipment from ASI Architectural, please note:

- Prior to unloading a crate off of the delivery truck, check it for any obvious shipping damage. If no evidence of damage is present on the crate, offload it onto a dry/controlled area and inspect it for dents, breakage, or any lesser noticeable crate damage that may affect panels or trim. In case damage has been identified on the crate itself, record it/photograph it, and open the crate to inspect for concealed damage. If damage from the crate was transferred onto the panels or trim, document/photograph the issues.
- The Bill of Lading (BOL) must be signed as “damaged” if any type of claim is required. Failure to do so will qualify the project as ineligible for any type of claim, and the provided product will be considered accepted as delivered. Furthermore, do not estimate the number of damaged goods; receiving parties are responsible for verifying the count of damaged product(s) and noting the information on the BOL after checking for exact quantities.
- After signing the BOL as “damaged”, please accept the delivery and contact ASI Architectural immediately regarding the occurrence. Be prepared to provide a detailed description of the issue, accurate count of what was affected, information regarding identifiers (panel tags or numbers, etc.) and photographic documentation. Do not install damaged product. Instead, get in touch with us as soon as possible so that we may address the issue and provide a working plan for potential solutions and replacements.
- If any panel or trim pieces appear to have manufacturing defects, do not install. ASI Architectural’s only obligation is in replacing materials proved to be defective and that are returned for credit within the terms and conditions of the sale.
- Damaged material must remain crated and in customer’s possession until a decision on the claim is reached. At that time, the carrier responsible for the delivery will pick up the damaged product at the delivery site. Do not dispose of damaged product unless otherwise expressly instructed to do so by an ASI Architectural representative. In the event this occurs, documented acknowledgment will be required from all parties involved.
- If no damage is observed, make sure that all of the material ordered for the job has been received and is in the proper style(s) and correct quantities. Notify the manufacturer or distributor/representative at once.



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RECEIVING CHECKLIST

At the time of Delivery

- Kindly ask the driver to wait so that the shipment may be inspected
- Thoroughly inspect the contents of each delivered skid/crate, checking the condition of the pallet; *do not sign for freight without doing so*
- Check the number of pallets received against the Bill of Lading
- Visually inspect for damage
- Photograph skid/crate before unpacking

If all is Acceptable

- Sign and accept delivery

If shipment is **INCOMPLETE**

- Note on freight bill "incomplete/short"

If shipment is **DAMAGED**

Immediately call Acoustigreen at 952.448.5300

- Make sure it is noted "Damaged" on the POD with signature
- Photograph ALL damage
- Keep all the original packaging
- Count and note how many skids/crates were damaged
- Determine if damage is sufficient to refuse shipment
- Count and note how many skids/crates were refused
- Note "DAMAGED" on the freight bill *even if you choose to accept delivery*

If shipment is **SEVERELY DAMAGED**

Immediately call Acoustigreen at 952.448.5300

- Refuse shipment
- Photograph ALL damage prior to returning shipment
- Advise the driver that product must be returned to shipper
- Follow the provided instructions to file a FREIGHT claim

If damage is **DISCOVERED LATER**

Immediately call Acoustigreen at 952.448.5300

- Determine if damage was concealed at the time of shipment
- Photograph ALL damage
- Collect all shipping documents
- Contact carrier about the damage to initiate a FREIGHT claim