

FREIGHT RECEIVING INSTRUCTIONS

IMPORTANT – FAILURE TO FOLLOW THE PROPER PROTOCOL AS LISTED MAY VOID ANY SHIPPING DAMAGE AND/OR WARRANTY CLAIMS!

1. **WHEN THE DRIVER IS STILL THERE**, carefully inspect the outside of the crate(s) for any damage. If there is **ANY** damage to the crate, have the driver note it and sign to acknowledge the damage on the bill of lading. Have them provide you with a copy. Shipping damage claims cannot be made without this!
2. **Within 24 hours from receipt of shipment:** Inspect the contents of each crate for possible damage. In order for a damage claim to be honored, all claims, including photos of the damage must be submitted to HiGear Innovations upon receipt of the shipment, not to exceed 24 hours after goods have been signed for. Claims will not be honored after 24 hours from the time/date the freight was received.
3. For shipments that include a plex Branded sign (Holiday Inn Express® and Express® & Suites), **DO NOT ATTEMPT TO LIFT THE SIGN OUT OF THE CRATE WITHOUT FIRST REMOVING THE 4 SECURING FASTENERS ON THE BOTTOM PIECE OF PLEX.** Failure to do so will likely result in significant damage and will NOT be covered under warranty.
4. If temporarily storing the product for future install, keep all crates in a climate controlled environment, free from temperature extremes and/or variations. Do NOT store panel/sign sections vertically, or leaning on an angle. Do NOT top load the crate(s). Keep panel/sign sections flat during storage. **DO NOT STORE IN A WET/DAMP ENVIRONMENT, AREAS WHERE THERE WILL BE EXTREME TEMPERATURES/CHANGES, OR WHERE THERE IS THE POTENTIAL FOR ANY OF THESE CONDITIONS. EVIDENCE OF LIQUID DAMAGE OR DAMAGE AS A RESULT OF TEMPERATURE/HUMIDITY EXTREMES WILL RESULT IN DENIAL OF CLAIM.**
5. The driver will call to schedule a delivery appointment with the shipping contact that is listed on your order form. If, after a reasonable attempt, the shipper is unable to contact the person at the telephone number you provided on your order form, the freight will be returned to HiGear Innovations at your expense. Please let us know if the shipping contact has changed, or if there are any revisions to your schedule.