

# FREIGHT RECEIVING INSTRUCTIONS

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

1. **WHILE THE DELIVERY DRIVER IS STILL THERE, inspect the outside of each crate as well as the contents for damage. THE DRIVER MUST WITNESS THIS INSPECTION.** If damage is present, have the driver note the specifics on the Bill of Lading and sign it. Retain a copy of the BOL for your records. In order for a shipping damage claim to be honored, all claims, including photos of the damage must be emailed to: [info@higearinnovations.com](mailto:info@higearinnovations.com) within 24 hours of the shipment and signing of the BOL. Claims will not be honored if received after 24 hours from the time/date the freight was signed for. **SHIPPING DAMAGE CLAIMS CANNOT BE SUBMITTED WITHOUT THE ABOVE.**
2. For shipments that include a plex Branded sign, and/or illuminated sign (Holiday Inn, Holiday Inn Express® and Holiday Inn Express® & Suites), **DO NOT ATTEMPT TO LIFT THE SIGN OUT OF THE CRATE WITHOUT FIRST REMOVING THE SECURING FASTENERS THAT ATTACH THE UNIT TO THE BOTTOM OF THE CRATE.** Failure to do so will likely result in significant damage and will NOT be covered under warranty.
3. Avid® properties only – The 'Breakfast Beacon' table unit arrives fully assembled in an enclosed crate. You must remove the top and sides of the crate before attempting to remove the unit. **DO NOT ATTEMPT TO LIFT THE UNIT OUT OF THE CRATE VERTICALLY, AS DAMAGE COULD BE SUSTAINED TO THE QUARTZ TOP AND WILL NOT BE COVERED UNDER WARRANTY.** Carefully remove the unit from the crate ONLY when the sides of the crate have been removed.
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(S).**
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 and may be subject to storage fees. Please let us know if the shipping contact has changed, or if there are any revisions to your schedule. **IMPORTANT: FedEx will charge an "Unloading Detention Fee" of greater than \$100 for any delivery that takes more than 15 minutes to unload. This will be the responsibility of the customer to pay in the event the unloading takes more than 15 mins.**