

# PLATEAU

PLATEAU CORPORATION ([www.plateaucorp.com](http://www.plateaucorp.com))  
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*'PLATEAU Furniture - End-Customer Steps That MUST Be Followed When Receiving Freight Deliveries.doc'*

## **IMPORTANT - DELIVERY RECEIPT INSTRUCTIONS**

( FOR YOUR PLATEAU FURNITURE PURCHASE )

**PLEASE FOLLOW THESE STEPS WHEN SIGNING FOR RECEIPT OF DELIVERY (Required to validate warranty claims and/or parts):**

Your order has been processed. As a courtesy, we would like to review how your order will be delivered.

The Freight Logistics Company will be contacting you when your order is ready to be delivered - similar to an appliance delivery.

- Upon delivery it is **EXTREMELY IMPORTANT** that you **INSPECT** the package(s) thoroughly
- Before the Driver completes the delivery you will be required to sign a receipt indicating that you have accepted the item in good condition

If the box(es) have ANY holes, tears, deformations, wrinkled corrugated material, have been resealed or taped, appears to have been dropped or compressed from above it is vitally important that you indicate the specific areas of damage on the receipt.

- **Open the carton & inspect while the Driver is present (as the contents may be okay)**
- Record on paperwork (that you are asked to sign) "PACKAGE DAMAGED", followed by listing the specific areas of damaged you can observe on their paperwork
- If at any time during the delivery you have questions please don't hesitate to call the Company you purchased from, so they can advise the best way to deal with issues, should they arise

If there is extensive damage to any portion of your delivery, you may refuse the damaged item or items, again, indicating the areas of damage to the box and items on the receipt before the Driver leaves.

This process is **CRITICAL** to ensure that if there is any damage, we will be able to replace the item at no additional charge. Failure to document exterior package damage or any visible physical damage to the item(s) at the time of delivery may result in additional charges to replace or repair your item.

**ALL NOTES MUST BE ON THE SHIPPING COMPANY'S PAPERWORK**

Then SCAN or FAX the Shipping Copy you signed (with noted issues) to:

PLATEAU CORPORATION [customerservice@plateaucorp.com](mailto:customerservice@plateaucorp.com) / FAX 866-533-0133

And to the COMPANY you purchased your product from

Yours truly,

**PLATEAU CORPORATION**

Customer Service (519-538-1606 ext. 24)