

## Your BEARICUDA Order – DELIVERY AND INSPECTION

The freight company will contact you within 1-6 business days once your item has shipped from our facility. Please Note our Manufacturing times to build your order varies pending on the item you purchased. Every Product we manufacture is slightly different in terms of how long it will take to produce and ship, these lead times are notated on your order confirmation for your reference, please refer to your original order.

### What happens next:

1. We have asked the **carrier to call you to arrange a mutually agreed upon delivery appointment**, but it always pays to be pro-active...

- If you have tracking # and carrier info, Track your freight every other day, if it stops moving, call the carrier and inquire about the status of the unit.
- Once the carrier calls you be sure to get a contact name and phone # of the freight delivery clerk you have spoken to for future reference.
- Delivery trucks are usually large 18 wheelers with a 24' or 48' trailer so keep that in mind! Smaller Box trucks will be scheduled for specific areas with smaller roads and upon customer request if carrier offers a smaller box truck. Limited access areas where the driver cannot access or turn around, customer maybe required to meet the driver.
- The delivery of your order requires an appointment date and must be made been made over the phone, so expect a call from the carrier once your order leaves our facility and arrives at the local carrier terminal. Residential deliveries require an appointment, commercial deliveries typically will not unless requested by the customer.
- **Always** call our **Customer Service line at 1-877-232-7428** if something is **different than what we discussed with you on the phone or on your order.**

2. **Clarify the method of delivery with the appointment clerk**

Upon delivery please be aware that your Item is tightly packaged.

- Weight varies depending on the item you ordered all weights are on our web site for your reference.
- **Residential customers will usually have a liftgate delivery,**
  - The driver will take your order to the back of the truck, place it on the liftgate, lower it to the ground and place it next to the truck. **NOTE: This is not white glove service, meaning driver does not place the item wherever you want.**



### 3. On the day of the delivery:

- Make sure your delivery location is easily accessible to the truck and driver. Move vehicles if necessary. Drivers are not allowed to deliver freight that they deem dangerous to themselves or that may damage your property etc.

#### When the truck arrives:

**While the unit is still in the truck, confirm the shipping label** has your name, address and is the correct product. If not, call us immediately or tell the driver.

- **Damages** – [SEE PROCEDURE FOR RECEIVING YOUR SHIPMENT](#)

At the time of delivery, **DO NOT SIGN until you have inspected the freight**. Look inside the truck to make sure the ITEM or PACKAGING is not damaged before unloading. Look at damaged Packaging and notate on BOL if packaging is damaged and proceed to unwrap and inspect the item.

- If hand offloading, briefly check all the pieces as they are handed to you.
- If lift gated down, take a minute or two to cut the straps and pull off the cardboard.

Occasionally the **driver will be in a rush** and want you to sign quickly. It is your right to take at least 5-10 minutes to inspect the freight. Do Not Allow The Driver to Rush You.

**If you notice any damages**, please make the notation '**damaged**' on the delivery receipt upon signing for the receipt of the goods (**THIS IS A MUST**)! Take pictures of anything you think looks like damage, including the pallet and call our Customer support line at 877-232-7428 as soon as the driver leaves or while the driver is still there.

**If there is damage**, it is usually quicker and easier to send replacement pieces but if the item appears extremely damaged you can refuse shipment.

- **Remember** - You do not have to accept the freight. If your freight shows catastrophic damage, i.e. – with multiple pieces broken. Please call our customer support line at 877-232-7428 immediately so we can advise you how to proceed. **DO NOT REFUSE JUST BECAUSE THERE IS A SMALL SCRATCH OR IMPERFECTION, THIS CAN BE REPAIRED.**

**Delivery times and delays** – The time it takes to make home deliveries can be unpredictable. Traffic and weather can cause delays. Morning appointments are usually met; however, it is possible that afternoon deliveries may be delivered late or not at all that day. If you are concerned, contact the carrier terminal to make sure they are on schedule. When making your initial appointment, request a morning appointment if possible. You can also enquire if the carrier makes weekend deliveries but this is usually NOT the case – be sure to ask for a weekend contact and phone number if they do deliver on the weekend.

**Changes / Special Requirements:** Shipping changes in delivery specifications, scheduling while on route, or customer's failure to specify all delivery requirement(s) will result in additional freight charges and are the responsibility of the customer.

## **Delivery Charges That Could Apply**

### **A partial list of chargeable delivery specification requirements include:**

1. Limited access delivery that are Not known upfront
2. Residential or non-commercial delivery
3. Liftgate services these are usually quoted upfront unless you tell us you have a forklift available
4. Inside delivery – No inside deliveries are available unless special arrangements are made
5. Limited delivery times requested (i.e. only between certain hours)
6. Weekend delivery are not available unless it is specially quoted as such
7. Call before delivery notification on commercial deliveries
8. Driver's labor associated with off-loading items for large deliveries, example Full Truckloads, customer must have additional assistance.

### **Additional chargeable changes during shipment include:**

1. Re-delivery
2. Storage – Customer must receive item within 3 days of when carrier contacts the customer
3. Additional services requested by the customer at delivery will be the responsibility of the customer.

**Note:** Drivers are under no obligation to assist with offloading Full Truckloads, drivers will assist with LTL shipments. Our goal is to ensure that your order leaves our dock and reaches your door undamaged. Most products arrive assembled, some not assembled, if you are unclear of which need assembled, please contact us. Carrier Service is only obligated to drop delivery at the top of the driveway, they will usually bring the delivery down the driveway but that is at the discretion of the driver based upon the conditions on the ground.

Shipments will be delivered to or as close to the purchaser's property line (curbside), provided the location is deemed accessible by the delivering freight carrier. It is recommended that the Purchaser have an assistant to help offload the freight from the truck if purchasing one of our larger items (Enclosures, Dumpsters, Bear Cans etc). The Purchaser must inspect the freight prior to unloading and is expected to document any damage on the Shipping Document "Delivery Receipt" or "Bill of Lading" provided by the delivering carrier. Also please inform us if you are in a Limited Access Area and a Tractor Trailer Cannot Access Your Road, if you do not inform us of these transportation limitations you maybe required to meet the carrier at a location where the trucker can safely hand off the order (This could be at the end of your road or a parking lot at a local store. Please be home for all scheduled appointments.

## --- PROCEDURE FOR RECEIVING LTL SHIPMENT ---

### **\*\* ALWAYS INSPECT YOUR DELIVERY BEFORE THE DRIVER LEAVES \*\*** **DO NOT SIGN FOR ANY DELIVERY BEFORE YOU INSPECT IT**

Although it is necessary to be respectful of a driver's time constraints (usually 15 minutes before detention charges may accrue), do not allow them to pressure you from thoroughly inspecting your shipment. Plan to have someone at your home or business available to inspect your shipment. Waiving this right for inspection or having the driver drop off the freight without anyone present waives your right to file a claim for any damages

**NEVER REFUSE A DELIVERY UNLESS ENTIRE SHIPMENT IS CLEARLY DAMAGED (OR THE SHIPMENT IS NOT YOURS).** If it's only partially damaged/missing something – it is best to accept what is being delivered and make clear notations on the delivery receipt of what you received & notate the condition. *See below for details.*

#### **TYPES OF SHIPMENT PROBLEMS:**

**FULLY DAMAGED:** The entire shipment is damaged, and no longer holds *any* value. The freight is clearly damaged and the damage is NOT Superficial where it can be easily repaired or replacement parts sent. This is an acceptable scenario to refuse the delivery. The carrier will contact us for return instructions. Notify *Bearicuda* immediately.

**PARTIALLY DAMAGED:** If your shipment is only partially damaged, inspect the shipment, and notate on the delivery receipt with details of the damage. Write down the quantity affected and identity of the damaged items (for example: 1 Enclosure Huge Dent of 4" On Front Right Panel). Record details such as: handle broken, 12-inch scratch on front left door, hole and ripped packaging. Then Take Pictures.

**PARTIALLY MISSING:** If your shipment is missing pieces – do not refuse the shipment. Accept what is being delivered and make clear and detailed notations on the delivery receipt of what you received and what is missing (for example: QTY 2 Gas Shocks Missing). Refusing partial shipments results in the carrier handling freight 2 more times, thus increasing the odds of more issues, and delaying your order.

## QUESTIONS TO ASK BEFORE YOU SIGN A DELIVERY RECEIPT/PROOF OF DELIVERY:

### **Is the shrink wrap broken? Is the pallet leaning or broken?**

Make clear notes on the Delivery Receipt of anything you see that looks unusual.

### **Is there visible damage to a box in the shipment, but not the item inside the box?**

Best practice is to inspect the item before signing. If you cannot inspect at that moment, then make clear notes on the delivery receipt that you see the packaging damaged, it is best to unwrap the item and thoroughly inspect it. If you do not inspect the item by unwrapping it then at least notate "CONCEALED DAMAGE" NEEDS INSPECTION BUT DRIVER HAD TO LEAVE" Please note that the carrier considers this type of notation proof that you received the merchandise with no damage; meaning there is no clear admission of damage and the claim will be challenged but its better to have this notated than nothing at all. ***You must notify the shipper of the issue that SAME DAY or we will miss our window to file a concealed damage claim with the carrier\****

### **Did you discover concealed loss or damage after you have given a clear delivery receipt to the driver?**

This is a concealed damage claim, and you must notify the shipper of the issue that same day Not the day after or we will miss our window to file a concealed damage claim with the carrier\*. A concealed damage claim after the fact is a challenge but still, we will file the claim. Please note it is always best to thoroughly inspect and note the BOL and keep a copy for yourself before the driver leaves. That is your best insurance policy so a successful claim will be filed.

## **Manufacturing Lead Times – When To Expect Your Order**

- Animal Resistant Garbage Cans – Usually Ship within 3-7 business days
- Animal / Bear Metal Enclosures, Dumpsters, Lockers – Usually Ship within 6-8 weeks
- Poly Dumpsters – Usually Ships within 3-6 weeks, pending on Model ordered.
- Wooden Enclosures – Usually Ship within 4-6 weeks