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Procedure for Processing Shipping Damage Complaints

1. All customers receiving shipments via FEDEX, or by other Carriers, are required to inspect shipments on receipt, and record any damages to packaging or product on the **Delivery Receipt or Waybill** prior to signing for receipt.
2. If boxes appear damaged when delivered, please take pictures and make a note on the **Delivery Slip/ Waybill**.
3. If damage is found on your shutters upon unboxing you are required to send a copy of the **Delivery Receipt/ Waybill** with the damage recorded, along with the **Damage Goods Reorder Form** (attached), plus with pictures of the damage goods.

Please note that Lanco will not accept any responsibility for damages in the following instances;

- i. Damages reported more than five (5) business days after shipment is received by customer.
- ii. Where damages are inconsistent with concealed damage and a signed **Delivery Receipt/ Waybill** and pictures are **not** forwarded with the **Damage Goods Reorder form**.

In some cases FEDEX requires an inspector to return to view damages, therefore damaged goods should not be discarded until the process is completed, that is, products inspected and replacement received.