



SHIPMENT RECEIVING PROCEDURES

All Dollamur Sport Surfaces shipments will arrive via motor freight either on a Dollamur 53' truck or on a common commercial carrier.

When your order delivers on a Dollamur 53' truck our driver will attempt to contact you before delivering to ensure you have assistance to receive your order. Dollamur drivers are only allowed to unload the freight onto your receiving dock or unloading area. They are not allowed to carry your shipment to a specific location within your facility, so please make certain you have someone to assist moving your order within your facility. Dollamur drivers are not allowed to deliver to a residence. If your delivery address is a residence, our driver will notify you of the need to meet our truck at a neutral location and you will be responsible for transporting your order from that location to its ultimate destination.

When your order arrives on a common commercial carrier please follow the steps below to ensure you receive the shipment properly:

1. Please make certain you have someone to assist moving your order within your facility. Commercial carriers will not deliver the freight inside your facility without you incurring additional charges. Inside delivery, delivery with a lift gate, delivery to a residence or delivery to another location other than the original are available at an additional cost. Please contact your sales representative for pricing on these services.
2. Inspect your shipment thoroughly. Look for any tears or deep indentions in the packaging. If you notice damage to the packaging, inspect it thoroughly. Many times the packaging will sustain damage but the product you ordered inside will not. Please understand if you refuse a shipment or part of a shipment due to damage and it returns to Dollamur with no damage to the product you will be responsible for the freight charges to return the product to you.
3. If you discover legitimate damage that occurred during transit to the product you ordered contact your sales representative immediately then clearly describe the damages on the Proof of Delivery (POD) receipt the driver will ask you to sign BEFORE signing the POD. If the damage is extensive, you may refuse the damaged packages and agree to receive the packages that are in good condition only. Again, clearly noting your decision on the POD. If you sign the POD without noting any damages you are confirming that you received the shipment free and clear of any damages upon delivery and Dollamur will not be responsible for replacing any rolls that are discovered to have damages that may have occurred during transit to you.

Please forward this document to anyone who may receive your shipment. Many times commercial carriers will look for anyone to sign for a shipment and Dollamur will not be responsible for an unauthorized person at your location who receives your shipment without reading or following the guidelines outlined above.

If you have any questions about receiving your shipment, please contact your sales representative or our home office and factory at 800-520-7647.