

# Checklist for Receiving an ARTO Delivery

Important: If your company booked the freight, you will need to file a claim directly with your shipper

ARTO works to ensure that every order is complete, accurate, and damage-free. Nonetheless, damage can occur during storage and transit. As ARTO's customer, you can help mitigate the adverse impact of damage by having our Receiving a Delivery Checklist (below) on hand for all deliveries. If items are damaged or short for an order, please act immediately by marking this information on the delivery receipt. If damages are not notated on the delivery receipt, ARTO cannot take responsibility for replacements based on the fact that there will be no recourse when attempting to file a claim on your behalf. Upon signing the delivery receipt, you are stating that you are taking ownership for the materials "as is." This can include damages, shortages, and incorrect items.

## **Best practices in receiving a shipment include:**

- Take photos of box(es), or pallet(s) while they are coming off the truck.
- Inspect the boxes or pallets closely and check for the following:
- Check the condition of the shrink wrap and ARTO warning tape seal. If the warning tape (a red tape with ARTO's name in white letters). If tape is broken check contents before signing? If shrink wrap have been removed and/or damaged, check the shipment's contents immediately, and document the broken and/or damaged item(s) on the Proof of Delivery (P.O.D.) receipt. It is possible the shipment may have been manipulated to conceal damage. Taking accurate photos of this step can help ascertain and document the origins of product damage.
- Check around all sides of the shipment for any external damage(s). Check the condition of pallet for any abuse during shipment. If there is damage to the pallet, there may potentially be damage to the contents directly resting against the pallet (the bottom). Take pictures of any external damage(s).
- Unwrap and inspect as many tiles as time allows.
- If damaged tiles are found, please take photos of each individually damaged tile and notate the damage on the delivery receipt before signing.
- Take out packing slip and do a quick inventory of what has arrived.
- Make sure to review your tracking numbers and the products associated with each shipment, especially if you are receiving multiple shipments around the same time.

## **ALWAYS:**

- Thoroughly mark delivery receipt as "damaged" or "short 1 piece" etc., while the driver is present!
- Exact quantities are required for replacements.
- Inform the driver.
- Take photos of each damaged item.
- Notify your account manager within 24-48 hours or call/email at: 310-768-8500 or [claims@arto.com](mailto:claims@arto.com).