








FREIGHT SHIPMENT RECEIVING GUIDELINES TO SHARE WITH CHECK-IN TEAM

The following guidelines were developed to assist you in understanding freight shipments from HDI Wholesale.

- When setting up delivery, your Account Manager will ask you questions to ensure we get you the fastest delivery at the lowest cost. This keeps our prices lower!
- After delivery, it is important to handle situations where goods were lost or damaged in transit quickly, to protect all parties involved.

Lift Gate	LIFT GATE –Not needed if there is a loading dock OR if you have a forklift to remove the pallets from the truck. Please let us know if you can have a forklift available on your delivery date. <i>Required if moving goods from the truck to ground.</i>
Delivery Options	<p>NO DELIVERY APPOINTMENT - Carrier will arrive for delivery between 8am-5pm within the requested delivery window dates.</p> <p>CALL AHEAD - Same as above, but driver will call when on route to drop off.</p> <p>DELIVERY APPOINTMENT - Carrier required to call in advance to set up the date and time for delivery. This adds at least one day to shipping time.</p> <p>INSIDE DELIVERY (extra charge may apply) - Driver removes goods from truck and places them inside a garage or building on first floor. Driver does not remove pallets.</p>
<p>At time of Delivery</p> <div style="display: flex; flex-direction: column; align-items: center;">  <p>good</p>  <p>damaged</p> </div>	<p>Check the following conditions of the shipment and note:</p> <ul style="list-style-type: none"> <input type="checkbox"/> The address placard on each pallet matches your name/address <input type="checkbox"/> The pallet(s) is shrink wrapped <input type="checkbox"/> There is no noticeable damage of boxes <input type="checkbox"/> The total pallet count matches with Bill of Lading (BOL) <input type="checkbox"/> You do not need to count number of cases/boxes <div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> <p>If all is GOOD</p> <ol style="list-style-type: none"> 1. Sign and accept delivery 2. You are responsible for empty pallets – you can either reuse or dispose them <p>If shipment is DAMAGED</p> <ol style="list-style-type: none"> 1. Make a note on Delivery Receipt or Bill of Lading <ol style="list-style-type: none"> a. SHRINK WRAP NOT INTACT b. RECEIVED DAMAGE GOODS 2. Take pictures to share with Account Manager <p>If shipment is VERY DAMAGED</p> <ol style="list-style-type: none"> 1. Refuse the shipment 2. Take pictures to share with Account Manager 3. Sign BOL and note: DELIVERY REFUSED 4. Call Account Manager right away </div> <div style="width: 35%; text-align: center;">  <p>good</p>  <p>damaged</p>  <p>very damaged</p> </div> </div> <p>If damage or shortage is discovered later: Contact your Account Manager within 3 days of delivery date, so we can work with you on an acceptable solution.</p> <p style="text-align: center;">Phone: 800-284-5449 email: CustomerService@HDIWholesale.com</p>