

## Initial Inspection Upon Arrival

- Take Photos of shipment before off-loading from truck
- Review Bill of Lading
- **Verify pallet count**
- Immediately separate mill finish planks face up to reduce the risk of staining (Do not stack)
- Assemble within 180 days to receive factory assembly support

## What to do if your Shipment has Visible Damage

### Minor Visible Damage:

- Take photos of damage prior to removing from truck
- Note damage on bill of lading
- **Contact dealer within 3 business days with photos of damage** 🕒

### Major Visible Damage:

- Take photos of damage, do not remove damaged product from truck
- Only refuse damaged product on a full pallet
- **Contact your dealer immediately**
- Note damage on bill of lading
- **Contact dealer within 3 business days with photos of damage** 🕒

## What to do if your Shipment is Missing a Pallet or Parts

### Missing Full Pallet:

- Note missing pallet on the bill of lading
- Immediately contact your dealer
- Provide photos of the pallets on site
- NRS is required to provide the carrier 48 hours to find your missing pallet
- If not found, NRS will work with dealer to deliver missing parts

### Missing Individual Parts:

- Contact dealer with part information
- Provide dealer with photos of product delivery
- Dealer will work with NRS to ensure the proper replacement parts are provided.
- Note: Dealer may choose to put you in direct contact with NRS to identify correct parts.
- Dealer may also put you in direct contact with NRS to coordinate delivery.

**Next Steps:** Dealer will contact NRS. NRS will work with dealer to identify what parts need replaced. NRS will coordinate shipping out replacement parts with your dealer.

