



RECEIVING FREIGHT

- Check that each carton is addressed to your facility
- Count the number of cartons
- Make a visual inspection of each carton on each shipment
- Check that each carton is in **EXCELLENT** condition to ensure there are no holes, dents, scrapes, creases, watermarks, abrasions, etc. to any carton.
- To report any damages or shortages upon arrival, please promptly contact customer service. Photos of damaged carton and/or product must be provided.
[678.291.3200](tel:678.291.3200) or extendedcare@grahamfield.com

You have the right to either...

Request a thorough inspection of the contents **BEFORE** signing the receiving bill.

OR...

You must list any/all damages to each carton on the receiving bill **BEFORE** you sign for the shipment. Drivers **CANNOT** leave goods unless the receiving bill has been signed. Driver **MUST** allow notations or the receiving bill should **NOT** be signed.

Drivers may also call their OS&D department to have an exception number assigned to this shipment. You must retain this number for use in filing a claim.

This inspection and the notes that you make on the receiving bill will be your companies **"INSURANCE"** that will save your company money if the goods inside are found to be damaged after the truck is gone. If no notes are made, you are signing that **"THE GOODS HAVE BEEN RECEIVED IN GOOD CONDITION"**.

A receiving bill without notes means that the freight carrier and Basic American Medical Products/GF Health Products are released from any losses or damages if something is broken inside of the carton.

Freight companies will allow claims to be filed "Concealed Damages"; however, these claims are routinely declined as the freight company has a signature on file acknowledging that **"THE GOODS HAVE BEEN RECEIVED IN GOOD CONDITION."**

1.770.368.4700

Information contained herein is subject to change without notice. The most current and complete product information can be found on our website.

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