



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 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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