



DELIVERY PROCESS & PROOF OF DELIVERY (POD)

1. Receiving agent should count actual number of tops and accessory boxes received
 - ONLY counting the number of tops & accessory boxes is required in the presence of the driver
 - A detailed inspection may be performed after the driver has left
 - Any count discrepancies and/or visible damage should be noted on the POD and verified by the driver
 - **To receive credit all countertop shortages must be recorded on the POD**
2. Customer will sign and print name and date on the POD
3. Driver will sign and date the POD
4. Customer will retain 1 copy of POD and delivery tickets
5. Driver will keep signed POD
6. Shortages or reorders must be reported to Customer Service for action to be taken
7. Concealed damages, defects, wrong colors are to be reported to Customer Service via phone, fax or e-mail within 10 days of delivery