

RECEIVING FTL & LTL FREIGHT SHIPMENTS FROM MFS SUPPLY

Last Updated: February 9th, 2023

Dear Valued MFS Supply Customer,

We understand not everyone has experience with accepting freight deliveries, it is our goal to ensure your shipments are delivered to you as safely and seamlessly as possible. We have compiled this delivery checklist and ask that you **carefully** review it prior to your first freight delivery.

Failure to properly receive your delivery as instructed may result in our inability to assist you with any missing or damaged goods. We highly recommend that you print this and have it on hand when your order arrives.

It is important to note that **MFS Supply cannot be held responsible for items not fully inspected prior to signing for delivery.** You, the **consignee**, are responsible to have a legal adult, age 18 or older on site to inspect and sign for your delivery.

Your cabinets and/or countertops will be delivered to you via freight carrier. These items will be palletized, and each item will be boxed, strapped, and wrapped in clear shrink wrap to ensure safe transit. On one of the pallets you will find a **packing list** to use to check-off the items in your shipment.

Deliveries occur in two (2) ways:

1. **LTL** (Less Than Truck Load) meaning other shipments are on that truck as well. This type of delivery is set by the carrier and dependent on their delivery schedule. **Should you require a call ahead delivery appointment**, please note this is an added service that must be requested when you place your order. **Delivery appointments come at an additional cost to you.**

2. **FTL** (Full Truck Load) meaning the only orders on that truck are the consignee's. **Full truck loads typically are scheduled to deliver on a pre-set day at 8 AM unless otherwise designated.** Typically you are given **2 hours to offload from arrival**, any delay or overage from that 2-hour mark, will come at an additional cost to you. **If your site does not have a dock please advise us when you place your order.**

Most often large semi-trucks deliver these FTL deliveries. **If your delivery location has any restrictions** (ex: low utility wires, large tree branches, narrow roads, no loading dock, multi-unit buildings with parking lot restrictions that cause limitations, etc.) **We ask that you must make us aware of these when you are placing your order.** This will ensure we can request the proper truck to fulfill your delivery requirements.

We also request you give a full and verified delivery address designating residential or commercial and that you assure this address is clearly marked at the destination.

You must also provide the name and phone number of either yourself or your legal adult agent who can answer any needed delivery information prior to and on the day of delivery.

If improper information is provided to us and changes are needed to accommodate your delivery, you will be responsible for any cost incurred for those required changes. Please note any required changes may also cause delays in your scheduled delivery. Should you miss your delivery for any reason, re-delivery will be set at an additional cost to you.

You are responsible for offloading your shipment from inside the truck, if you are unable to do so, then you will need to request a **"lift gate" delivery** when you are placing your order. **Please note that this lift gate service comes at an additional cost to you.** With lift gate delivery, the driver is responsible to offload your shipment to ground level using the truck's power liftgate. **It is then your sole responsibility to move the product from the ground and to distribute it to any building or storage area you desire.**

At no time will the driver be responsible for assisting once he has offloaded your shipment to the ground.

Once your shipment is on the ground, now it is time to carefully inspect it:

1. You will be shown a **BILL OF LADING (BOL)**. This will list **how many pieces** are in your shipment both individually and as a total. (EX: 2- pallets , 2 boxes = 4 total)
2. As the consignee you have the right to fully inspect your shipment. Freight companies are required to allow you a few minutes to do so. At no time should you feel pressured to sign the **Point of Delivery Receipt (POD)** without first inspecting your shipment. If you are not being given the time to inspect your shipment by the driver, please call *MFS Customer service for immediate assistance at 1-800-607-0541*
3. **Carefully inspect your shipment all around.** The shrink wrap and any strapping should be intact. If your shipment seems to have been tampered with or open, **notate this on the POD**
4. ***If any damages are evident or you note any missing items or shortage of pieces*** according to the BOL, it is ***critical*** that you must ***note this on (POD) at time of delivery, by writing "DAMAGE", "SHORTAGE" or "MISSING ITEMS" on the receipt***
 - a. Without this designation you are stating that you received everything in good order. Be sure **your name is also printed clearly along with your signature** after making these exception notations. At no time should you sign the POD with "Subject to Inspection". To carriers, that is the same as signing clear that all is good
5. Once you have inspected the shipment and feel comfortable with your visual inspection you will be asked to sign and receive your shipment
6. After you have received your shipment, open all packages and inspect the actual product. Report any concealed/hidden damage to MFS Supply immediately **(no later than ten (10) business days from delivery date.)**
7. You will be left a copy of this POD after signing. **If damages are noted, please be prepared to take pictures and send them to the MFS Supply Customer Service Team.** Call our main line at 1-800-607-0541 and select 0 to connect to Customer Service to start a case for the damaged items. The Customer Service rep will provide you with next steps, including where to send your pictures of the damages. This is an important step and is needed to document the condition of your shipment at arrival
 - a. At no time is the driver responsible to note damages/shortages and they are not responsible for any photo documentation. *This is the sole responsibility of you, the consignee*
 - b. You are required to take pictures of each damaged
 - c. **We ask that you identify which piece(s) are damaged in each photo provided**
 - d. **Please save all damaged items including packaging.** The carrier has the option to send a representative out to survey the damages and/or bring them to their terminal if needed
8. **If items are missing or shorted at delivery, please inform MFS Supply within 24 hours or less.** We will request a search with the carrier to locate your items. Searches can take 24-72 hours depending on how many terminals are involved