
Delivery Inspection Instructions

If any damage occurs during shipment, the following information will minimize headaches in resolving a damage claim or arranging reshipment.

COMMON CARRIER or FedEx (Signature Required) Deliveries

It is the receiver's responsibility to inspect all boxes and even if boxes cannot be immediately unpacked, to note any damage or apparent damage on the delivery receipt. *Savvy Rest can support a damage claim only if any damage is recorded at delivery.* Signing for delivery without noting damage means acceptance in good condition and no claim or replacement can be made.

How to Inspect

1. Count packages and verify that the total matches the number on the Delivery Receipt.
2. Verify correct shipper (Savvy Rest) and recipient on address labels for each box.
3. Examine all sides of each box.
4. If a box is severely damaged and damage to product inside is visible, refuse to accept delivery of that box. The carrier must return it to Savvy Rest and bears responsibility for reshipment.
5. If you see only slight damage to a box and wish to accept delivery, first record any of the following on the Delivery Receipt before signing it:
 - Torn box
 - Hole in box
 - Box bent or crushed
 - Water damage to box
 - Box has been repackaged

FedEx (No Signature) Deliveries

FOR DELIVERIES LEFT WHEN YOU WERE ABSENT, if damage to boxes is later observed:

1. Do not unpack a damaged box.
2. Contact the dealer from whom you purchased.
3. Describe the damage and, if possible, email photos of the box or boxes to your dealer.
4. Your dealer will contact Savvy Rest if necessary.



Questions? Contact us at 866-856-4044.
