

FREIGHT RECEIVING INSTRUCTIONS

IMPORTANT – FAILURE TO FOLLOW THE PROPER INSPECTION PROTOCOL AS LISTED MAY VOID ANY SHIPPING DAMAGE AND/OR WARRANTY CLAIMS!

1. WHEN THE DRIVER IS STILL THERE, carefully inspect the outside of the crate(s) for any damage. If there is ANY damage to the crate, ask the driver to remain while you open the damaged crate and thoroughly inspect the contents for damage. Make a note on the bill of lading describing all damage and sign the note. Have the driver provide you with a copy of the signed bill of lading. Shipping damage claims cannot be made without this! Also, you must immediately take photos of all damage to the crate and the contents. Take as many photos as necessary to accurately show the complete extent of the damage. Notify HiGear Innovations within 24 hours of receipt of damaged freight, submitting full description and all photos.
2. If your order includes a GL branded sign, read the instructions taped to the drop cloth wrapped around the unit BEFORE attempting to unpack and remove the sign from the crate. DO NOT ATTEMPT TO LIFT THE SIGN OUT OF THE CRATE WITHOUT FIRST REMOVING THE 4 SECURING BOLTS ON THE BOTTOM PIECE OF PLEX. Failure to do so will likely result in a complete fracture of the piece and this damage is not covered under our warranty.
3. If storing the product for future install, keep in a climate controlled environment, free from temperature extremes and/or

variations, including excess humidity. Do NOT store panel/sign sections vertically, or leaning on an angle. Keep panel/sign sections flat during storage.

4. The driver will call the shipping contact who you listed on your order form to schedule a delivery appointment. If, after a reasonable attempt, the shipper is unable to contact the person at the telephone number you provided on your order form, the freight would be returned to HiGear Innovations at your expense. *Please let us know if the shipping contact has changed, or if there are any revisions to your schedule!*

HiGear Innovations - 800-280-9603
maryann@higearinnovations.com