**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, have the driver note it and sign to acknowledge the damage on the bill of lading. Have them provide you with a copy.** **Shipping damage claims cannot be made without this!**
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 is not covered under our warranty.
3. Inspect the contents of each crate for possible damage. In order for a damage claim to be honored, all claims, including photos of the damage, must be submitted to HiGear Innovations upon receipt of the shipment, not to exceed 48 hours after goods have been signed for.
4. If storing the product for future install, keep in a climate controlled environment, free from temperature extremes and/or variations. Do NOT store panel/sign sections vertically, or leaning on an angle. Keep panel/sign sections flat during storage. DO NOT STORE IN A WET/DAMP ENVIRONMENT OR WHERE THERE IS THE POTENTIAL FOR THESE CONDITIONS.
5. The driver will call to schedule a delivery appointment with the shipping contact that is listed on your order form. 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 will 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 - msullivan@higearinnovations.com**