



AMERICAN HEARTH CLASSICS

Receiving an order

All Hearth Pads are shipped as new and undamaged
refuse if damaged

All Hearth Pads are wrapped in cardboard
refuse if cardboard has been removed

All Hearth Pads are secured to a pallet larger than the largest boxed Hearth Pad

- refuse if the shipment has been moved to a smaller pallet than the largest Hearth Pad
- refuse if the largest Hearth Pad is not on the bottom

1. Examine the shipment

- Some shipments appear to be undamaged only to find out that the pad(s) are cracked when removing the cardboard.
- Hidden damage is the result of, but not limited to:
 - Very heavy objects being stacked or dropped onto the flat surface of the Hearth Pad
 - The pallet being strapped to the wall of the delivery trailer (the resulting damage likely occurs when the pallet is dropped down instead of moved down from the wall Resulting in: Cracked grout and or broken tile which will not be visible unless cardboard is removed and inspected).

2. **Note any damages** on the Delivery Receipt prior to the driver's signature and departure

3. **Photographs** help to make a claim for damages much more successful

4. **Contact** us right away that you have refused the shipment

- Do not rely on the shipping company to contact us for you in a timely manner.

5. **Replacement** of damaged pad can only occur if you have documentation and have contacted us.