



# Delivery Checklist



# 1

**Once your delivery arrives, please confirm the following:**

- Number of pallets received AND number of cartons/boxes or accessory pieces matches your proof-of-delivery receipt.
- Correct type of delivery is performed by your service provider (this can be found on your purchase receipt).\*
  - Inside delivery is delivery into two rooms, all product carried into the home and debris removed.
  - Garage delivery is delivery into an accessible garage; full pallet, no debris removal.
  - Curbside delivery is delivery to an outside location close to your home, on an (accessible) driveway or sidewalk.
- Any visual carton/box damages.

\* If the type of delivery you ordered is not performed, please contact our Sales Department at 1-800-227-4036

# 2

**If you have a delivery issue, please be sure to note the following on the carrier's proof-of-delivery receipt:**

- If boxes are damaged or missing, write the number of damaged/missing boxes next to your signature.
- If you are unsure of the total damages possible, you can write "SUBJECT TO INSPECTION" next to your signature. This will allow you time to survey and report all damages to our Customer Care Representative without delaying the driver's departure.
- If boxes are damaged or you believe something is missing, take photos of the entire delivery, focusing on the damages and total delivery that was received.

# 3

**If you need to contact LL Flooring, please be prepared with the following information:**

- Your order number(s), which can be found on your purchase or delivery receipt.
- Number of damaged or missing boxes/cartons.
- Photos of damages and a list of what may be missing.
- Delivery company's name.

**Our Customer Care Representatives will work with you to find the right solution to help you move forward with your flooring project. Common solutions include:**

- Filing a claim with the carrier on your behalf for missing or damaged goods.
- Offering a replacement for unusable product.
- Complimentary re-shipping of missing products.

**PHONE:** 1-800-227-4036    **EMAIL:** [sales@LLFlooring.com](mailto:sales@LLFlooring.com)

**MORE INFO:** [llflooring.com/services/delivery](http://llflooring.com/services/delivery) | [llflooring.com/support/customer-care/](http://llflooring.com/support/customer-care/)