

Step 3

Complete the delivery inspection

Within 48 hours of delivery all items must be externally inspected for damage and reconciled with the BOL. Review that each of the boxes you received match your bill of lading and are correct as ordered on your order acknowledgment.

Prior to installation all boxes and packages must be inspected internally for damages.

In the event of damage or defective items:

DO NOT THROW AWAY THE CARTON OR PACKING MATERIALS AND DO NOT ASSEMBLE THE PRODUCT.

Do not throw away cartons or packing materials until instructed to do so by PCFG.

Your claim will be denied if you discard packaging material or begin assembly of any damaged products.

- Take photos of the damaged box before removing the items.
- Take photos of the damaged area and the entire box including the item number and PO number on the outside of the box.

Step 4

Contacting Pacific Coast Furniture Group and filing a claim

If there is external damage or shortage you must contact PCFG within 48 hours of delivery receipt.

Your claim will be denied if external damage or shortages are reported after 48 hours.

When filing a claim, the following information is required:

- Order acknowledgment number, purchase order number, and date of purchase
- SKU number, quantity affected
- Description of damage
- Pictures of the damage
- Pictures of the box where the damage occurred.
- Picture of the overall box if taken out of carton
- Signed delivery receipt noting that the order was received with damaged upon arrival

Contact Pacific Coast Furniture customer support to report damages or shortages: PPALMER@SOURCE.CA

Damaged merchandise must be held in the original packaging with all original packing material at the location the product was delivered to until the claim is resolved. Delivery disposition can take up to 120 days. Disposal of the damaged product or packaging voids the claim and the replacement product and freight will be charged back to the dealer.

