

Tableaux[®]

Shipping and Receiving Instructions

Read carefully before approving your order.

These instructions must be followed to maintain the manufacturer's 100% Satisfaction Guarantee.

All orders need to be inspected within 48 hours of receipt.

Instructions for receiving your FREIGHT shipment

Every Tableaux[®] decorative grille is carefully wrapped and crated to prevent damage during transport. In addition, a ShockWatch[®] impact sensor is placed on the outside of each crate to help detect any mishandling during transport on all freight shipments.

1. **Examine the ShockWatch[®] Sensor/Label** - The ShockWatch[®] Impact sensor has a plastic tube in the center of the octagonal label. This sensor should be transparent/white. If the crate was subjected to rough handling and the sensor was activated, it will appear red. If the sensor is any other color, or is missing, that indicates that the sensor has been tampered with.

GOOD:



ACTIVATED:



2. **Examine the Crate** - All shipments leave our dock in perfect condition. If The ShockWatch[®] is activated, missing, or tampered with - OR the crate has visible signs of damage/mishandling when you receive your shipment, then follow these instructions:

► **For Visible Damage**

- A. **Make note of all the problems on the bill of lading.** If the driver does not allow note taking, do not accept shipment. If driver allows notes, accept shipment.
- B. **Ask the driver to call in a delivery exception.** While the driver is on the phone, open the box and check for damage to inside contents. If there is concealed damage, provide the driver with the approximate cost of the damaged item(s).
- C. **Take photos** of the damage to the packaging and contents.
- D. **Contact Tableaux customer service (512) 926-6346 to report damages.** Provide a copy of the bill of lading, photos, and a detailed description of the damages to Tableaux representative. Tableaux will file a claim with the shipping company.
- E. **Keep all material** including shipping crate and packing materials for a possible inspection from the shipping company. Keep materials for at least one month or until the inspection.

► **If Concealed Damage is Found, Follow C,D, and E above**

A replacement order can be started after these instructions are followed.

***If visible damages were not noted on the bill of lading at the point of receipt, you will be invoiced for 50% of the original order. Any settlement with the shipping company in excess of the 50% will be credited to you.**

Instructions for receiving your UPS or FedEx shipment

Accept all shipments regardless of the state of packaging. (UPS and FedEx typically do not allow notation.)

1. **Inspect outside packaging and inside content** for concealed damages
2. **Take photos** of the damage to the packaging and contents
3. **Contact Tableaux customer service to report damages.** Provide photos and a detailed description to representative. Tableaux will file a claim with the shipping company
4. **Keep all material** including shipping crate and packing materials for a possible inspection from the shipping company. Keep materials for at least one month or until the inspection