

Receiving/Inspection Procedure

The following serves as minimum guidelines to be used when receiving and inspecting shipments. Additional steps or procedures are encouraged, but anything less can result in reduced warranty options or voiding of warranty entirely. Inspection period should occur ideally with 2 days of receipt, but up to 1 week is acceptable. Failure to inspect goods for 30 days or more from the date of receipt, will result in reduced warranty coverage.

1. Review Packing List prior to shipment arrival. Packing list will be emailed to provided contacts ahead of shipment arrival. If the email of the receiver is not provided, it is the customers responsibility to forward the packing list to any additional parties.
2. If NOT a Dedicated Shipment then skip to Step 3. If a Dedicated Shipment, check the truck for cargo seal. Verify it is still intact and it matches the seal number listed on the BOL. If the seal is secured then break and proceed to Step 3. If the seal is broken or the number does not match, pause receiving and contact Venue Industries immediately for further instructions.
3. Begin removing items from the truck. Take a photo of the item(s) before removal from the truck. If palletized use a forklift or pallet jack. If not palletized hand unload ONLY. If items are stacked or the truck is decked, remove top items first working your way towards the back of the truck.
4. Best practice is to have one person visually inspecting the pieces while they are being unloaded. Note any damages or possible concealed damages(crate or wrapping damage) on the BOL provided and take photos from multiple angles. If this can't be accomplished due to time or personnel constraints, unload all pieces first and then visually inspect them as mentioned before signing the BOL. Most deliveries have up to 2 hours of unloading time allotted.
5. Verify item quantity versus the packing list. If all items are accounted for and all previous steps have been followed then proceed with signing the BOL(noting any damages per Step 4). If no damages were detected and the BOL is signed, then the receiving process is complete. If damages were detected, and noted on the BOL, continue to Step 6.
6. Report shipping damages to Venue ASAP. Send over a copy of the signed BOL with damages noted, along with photos of the damages to support@venueindustries.com. Copy in your sales rep if applicable. Best practice is to complete this step with 2 days of receipt of goods. Reporting damages, concealed or otherwise, over 1 week from the date of receipt can result in reduced warranty options or voiding of warranty entirely. Shipping damages reported after 30 days of receipt will not be covered under warranty.

If product is damaged during shipping, there are two possible shipping claim outcomes:

1. Proper inspection AND reporting of damaged goods within the appropriate time frame.
Venue Industries will proceed with a warranty claim at no cost to the customer. This will include repair or replacement, at Venues discretion, and any additional shipping or labor charges required to resolve the warranty claim. If the customer does not cooperate with Venue Industries on inspection, documentation request or other factors that cause the freight claim to fail, then the customer could be liable for the replacement cost.
2. Improper inspection OR reporting of damaged goods outside the appropriate timeframe.
Customers will be responsible for repairing or replacing the damaged items. Venue can supply contact information for preferred local repair companies. Note: the full cost to replace a damaged item(s) could exceed the carrier's claim liability and should be factored into the customer's decision. IF a subsequent freight damage claim is successful, the customer will be reimbursed for the amount that was awarded by the claim.