



# Delivery Acceptance Agreement

The carrier who delivers the merchandise to your specified delivery site is responsible for any and all losses and/or damages which the merchandise sustains during the delivery process. Acceptance of this shipment by you or your representative is an acknowledgement that the merchandise delivered by them is complete and in satisfactory condition in conformity with your expectations. Unless we have notified you of backorders, assume all merchandise has been shipped.

You must supply appropriate equipment or manpower at the point of delivery to unload the merchandise from the truck. Once your order leaves Northern Log Supply we will be able to give you an estimated date of delivery. Unfortunately we cannot guarantee the delivery date as conditions could arise with the shipping company that delays delivery.

**The delivery driver must sign off for any loss or damage to the merchandise before he leaves the premises!!**

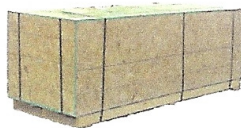
Northern Log Supply, LLC will replace the damaged or missing merchandise so long as you have followed the instructions on this sheet and forward the required information to us in a timely manner so that we can submit a claim to the carrier. Since we will not be present at the delivery site and will not assist you with the unloading process, the burden of proof is on you to clearly establish that the merchandise became damaged or lost while in transit. All necessary paperwork must be completed before the delivery driver leaves your premises! If your order is damaged, Northern Log Supply will send you replacement items but would appreciate you sending us as much information/pictures of the damage as possible so that we can file a claim with the carrier and hopefully receive some reimbursement for the expense of sending out replacement products.

### **Visible Damage:**

1. Have the delivery person note on the freight bill the nature and extent of the damage. You must have a damage or shortage notation on the delivery receipt at the time of delivery to support the claim.
2. Do not destroy the box, crate, or packaging material; this may need to be inspected.
3. Take pictures of the visible damage to the merchandise (digital if possible so that you can email them to us).
4. Notify Northern Log Supply of the damage to your order.

### **Concealed Damage:**

1. If the damage or shortage is not noticed until after the carrier's representative has left the delivery site, please contact Northern Log Supply to let us know what was damaged and send us some pictures of the damage so that a claim can be filed with the carrier.
2. Light scratches or abrasions on merchandise that can be easily repaired through necessary light sanding, rubbing, or other restoration technique are not considered damage and will not be eligible for filing a claim.



Your crate that contains your merchandise should look like one of the above images upon delivery. If it does not, make sure you take digital pictures of what your crate does look like before unloading it and your merchandise from the truck.

If you have any further questions regarding the Delivery Acceptance Agreement, please contact Northern Log Supply, LLC at 989-843-0699.

I, (print name) \_\_\_\_\_, have read and agreed to the above stated Delivery Acceptance Agreement, its terms, and its conditions, and my signature below indicates my compliance.

**X Signature of Purchaser:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**PLEASE SIGN AND RETURN A COPY OF THIS PAGE TO NORTHERN LOG SUPPLY, LLC**