

SHIPPING & RECEIVING CHECKLIST:

IMPORTANT: PLEASE READ THIS ENTIRE SECTION BEFORE UNPACKING THE CONTENTS OF THE SHIPMENT.

- **DO NOT SIGN FOR THE UNIT WITHOUT THOROUGHLY INSPECTING THE CONTENTS OF EACH DELIVERED CONTAINER.** To ensure that your unit has arrived in good condition, we strongly encourage you to open each delivered container and carefully inspect the contents before signing the delivery receipt (Proof of Delivery). By performing this task immediately, you are not only helping us to more quickly determine that your unit arrived undamaged, but it also protects you against any possible product liability claims. Once you sign the delivery receipt, you are certifying that your unit arrived in good condition and that both the shipper (Steam Showers) and freight company are free of any liability.
- **PLEASE KINDLY ASK THE DRIVER TO WAIT FOR YOU WHILE YOU INSPECT THE SHIPMENT.** The freight company will not knowingly ship any items that are damaged. They (the freight company) routinely inspect every container before accepting any item to be shipped. *Consequently, you should not sign any courier receipt which transfers product liability over to you, until you have first inspected the shipment's contents.* A still-camera can also be extremely helpful in documenting the shipment's condition upon arrival. Note: If the driver can't wait, you have up to 72 hours to inspect the container's contents and report any damaged items to us (Steam Showers) to receive replacements parts free of charge.
- **IF THE DRIVER WILL WAIT UNTIL YOU CAN FULLY INSPECT THE SHIPMENT, OPEN EACH PACKAGE AND CHECK FOR DAMAGED ITEMS.** Check for damage to glass panels and/or shelves, acrylic and/or metal panels, base skirt and/or base, etc. Take pictures of each unusable item. Please make sure not to misplace any inventoried item.
- **IF ANY ITEM APPEARS TO BE DAMAGED, HAVE THE DRIVER WRITE "DAMAGED," WITH THEIR INITIALS, ON THE PROOF OF DELIVERY (P.O.D.) FORM.** This step is essential to document that you received non-functioning component in a damaged shipment.
- **CHECK THE CONDITION OF THE SHRINK WRAP AND WARNING TAPE.** If the warning tape (a white plastic tape with red writing stating: "STOP. DO NOT BREAK DOWN PALLET OR WRAP. If tape is broken check contents before signing! GLASS HANDLE WITH CARE!") and/or shrink wrap have been removed and/or damaged, check the shipment's contents immediately, and document the broken and/or damaged item(s) on the Proof of Delivery (P.O.D.) receipt. It is possible the shipment may have been manipulated to conceal damage. Taking accurate photos of this step can help ascertain and document the origins of product damage.
- **CHECK AROUND ALL SIDES OF THE SHIPMENT FOR ANY EXTERNAL DAMAGE(S).** Check the condition of pallet (skid) for any abuse during shipment. If there is damage to the pallet, there may potentially be damage to the contents directly resting against the pallet (the bottom). Take pictures of any external damage(s).
- **IF A SHIPMENT COMES IN MULTIPLE BOXES/CRATES AND SOME, BUT NOT ALL OF THE PACKAGES ARE COMPLETELY DAMAGED, DO NOT REFUSE THE ENTIRE SHIPMENT – ONLY DECLINE THE DAMAGED CONTAINER(S).** If there are four packages on one pallet, and one box has fork lift holes through the center of the package, damaging the items inside, but leaving the other three other boxes completely unharmed, do not refuse the entire shipment. Note: Just because a container's exterior has some holes or perforations, that doesn't necessarily mean that the contents inside are damaged. Our shipping cartons are designed to expertly protect our units and sustain normal shipping wear and tear. So a few exterior bruises does not necessarily mean that the interior contents are damaged. Please inspect every container first, before documenting damaged items. If the items inside the bruised exterior package are indeed damaged, refuse only the container(s) that have unusable parts, and accept the remaining packages that are in good condition.

- **NOTE: NEVER WRITE: “SUBJECT TO INSPECTION”, “NO VISIBLE DAMAGE”, or “DAMAGE TO CRATE/PACKAGING”, “POSSIBLE DAMAGE” ON THE P.O.D.** The freight company will not accept a damage claim, if any of these phrases are written on the P.O.D. form. If you see that any part of the shipment is damaged, please simply write “DAMAGED,” then give more detailed information. For example: “DAMAGED – HOLE IN CARDBOARD BOX, CAN HEAR BROKEN GLASS RATTLING.”
- **MAKE NOTE OF WHICH BOXES WERE REFUSED AND WHICH CONTAINERS WERE RECEIVED IN GOOD CONDITION.** Photos may help you document this determination more concretely. Have the DRIVER make note of your damage assessment on the P.O.D. with THEIR INITIALS.
- **IF THE DRIVER IS IN A HURRY AND WILL NOT ALLOW YOU TO MAKE A THOROUGH SHIPMENT INSPECTION, INITIATE A QUICK VISUAL EXAMINATION OF THE CONTAINER’S EXTERIOR CONDITION.** Inspect the containers for external damage. If any blemishes are visible to the shipment’s exterior, or you can hear something damaged inside (such as broken glass), have the DRIVER write “DAMAGED” with THEIR INITIALS on the P.O.D. and receive the shipment as damaged. Take pictures of any external damages.

We believe that it is unfair for the driver to manipulate anyone into receiving a shipment that is possibly damaged, without inspection. The freight company is allowed to inspect and/or refuse any shipment for shipping. If the item is damaged, the party responsible for the damage will be held liable. If there is no physical damage to the item(s) inside the package, and only the external packaging was damaged, no claim will be filed and neither party will be needed to be held liable.

- **AFTER THE DRIVER HAS LEFT, THE SHIPMENT AND ITS CONTENTS MUST BE FULLY INSPECTED FOR ANY DAMAGES PROMPTLY. A DAMAGE REPORT MUST BE REPORTED TO THE FREIGHT COMPANY AND THE SHIPPER WITHIN 72 HOURS OF DELIVERY.** Please do not wait weeks or months to open up your packages. You are only allowed 72 hours to report any product damage. The freight company and the shipper cannot be held liable for any damages reported after this 72-hour window. Once a damage report is filed with the freight company, a damaged claim form will be created by the shipper and forwarded to the freight company, and all damaged parts will be replaced, as needed.
- **KEEP ALL ORIGINAL PACKAGING.** If you do submit a damage report during the 72-hour window, we advise you to keep all original packaging. Once the damaged claim form is forwarded to the freight company, an inspector will be sent out to personally examine the damaged package and its contents, in order to process the claim properly. If the inspector cannot inspect the packaging, the freight company will claim they are not liable, because it cannot be proven they were responsible for any damage(s).
- **DON’T MOVE THE DAMAGED PACKAGE TO ANOTHER LOCATION UNTIL THE CLAIM IS SETTLED.** The freight company and shipper cannot be held liable for any damages if the shipment/item is moved to another location after it has been certified to have been delivered in good condition to the correct address.
- **CREATE AN INVENTORY OF DAMAGED ITEMS TO INSURE AN ACCURATE REPLACEMENT PART LIST (WITH PHOTOS, IF POSSIBLE).** Make sure that an accurate list of broken parts is included in your damage report. This will help ensure that you receive an accurate inventory of replacement parts. Digital photos can visually document which parts are damaged and help expedite your claim for replacement parts in a timely manner.