

Delivery sign-off checklist

Your floor arrives curbside on pallets, by freight truck. **The moment you sign a clean delivery receipt, the carrier's liability ends.** Work through these five checks before the driver leaves.

BEFORE THE TRUCK ARRIVES

Someone has to be there

The carrier calls to book a window. An adult has to be on site to count, inspect and sign — freight is not left at an empty house.

Curbside means the curb

Pallets come off at your curb and run 1,500–2,200 lbs. Line up two people and a hand truck. Liftgate or inside placement has to be booked with the freight.

Have the packing slip open

On your phone is fine. Every check below is a comparison against it.

- ☐ **1** **Count the boxes against the packing slip**
Count the boxes on each pallet against your packing slip. Trim ships in its own brown carton and may arrive separately — that is normal, not a shortage.
- ☐ **2** **Walk all four sides of every pallet**
Crushed corners, forklift punctures, torn wrap, boxes out of square. Photograph anything wrong **while the truck is still there**. Pallets double-stacked on the truck? Write that on the receipt even if nothing looks damaged.
- ☐ **3** **Write the damage on the receipt *before* you sign**
Be specific: **"4 boxes crushed, right front corner"** — never "possible damage", which carriers reject. Then photograph the signed receipt before the driver takes their copy. A clean signature ends the carrier's liability for good.
- ☐ **4** **Open the trim carton and spot-check the planks**
Count the stair nose, quarter round, T-mold and reducer against the slip. Open two or three plank boxes from different spots on the pallet — click edges intact, colour and SKU correct.

Everything arrived clean? Then you are done. Stack the boxes flat in the room where the floor is going and leave them 48 hours to acclimate before anyone opens a click edge. Check the floor is the one you wanted before the first plank goes down — installed flooring cannot be returned, for any reason. If something was damaged, keep going to step 5.

- ☐ **5** **Damage? Email us within 48 hours**
Photograph the **pallet**, the **strapping** and the **individual boxes**, and send them with the signed receipt and your order number to **cdlvpflooring@gmail.com** within **48 hours of delivery**. We file the claim and ship replacements while it is open. Open the boxes on delivery day even if the install is weeks out.

NOTED AT DELIVERY — copy this onto the carrier's receipt too

CARRIER / DRIVER

DATE & TIME

RECEIVED BY

Something wrong? Call us while the driver is still there.

(786) 723-7407 · cdlvpflooring@gmail.com

Damage must reach us within **48 hours of delivery**.

FULL VERSION ONLINE

cdlvp.com/delivery