

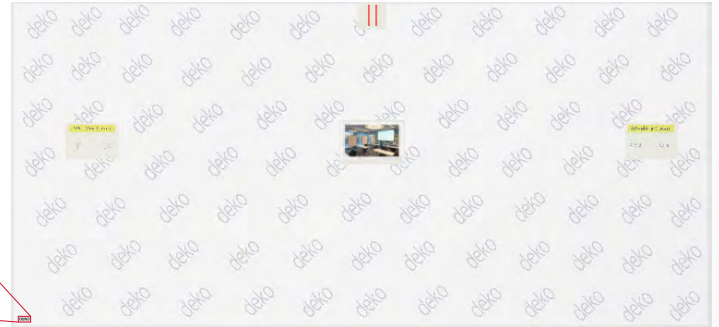
# shipping and delivery



## our Premier Promise™

deko markerboards are domestically crafted from the highest quality components to provide the finest writing and erasing experience, with industry leading safety and performance features.

The deko label on our markerboards is the final check in our inspection process. An emblem to assure every edge, corner and surface is in the finest condition ready for your space.



## high performance design is our standard

deko crates are built to withstand rugged conditions commonly found at transport terminals and during shipping. We use construction grade materials for structural and impact support, recyclable packaging materials engineered to protect edges, and abrasion resistant peel sheets to protect the writing surface from vibration and handling during loading, unloading and transportation. We carefully mark each crate and Packing List with important details for your order, and instructions for receiving.



## what to expect from us

We build your custom order to specifications - and thoroughly inspect each product for chips, scratches or other defects, before packaging.

Our hired carriers ship on standard 53ft. semi trailers fitted to unload at a commercial loading dock, and with a forklift on site to unload the heavy duty crate. If your site has special conditions, please contact us prior to placing your order, to discuss options.

Tracking information is typically available the morning after a truck picks up your shipment and we provide that to you by email along with other documents applicable to your order.

The crate will have instructions for opening marked on the outside lid, and printed copies of this document, a Packing List and an Installation Guide with the crate.



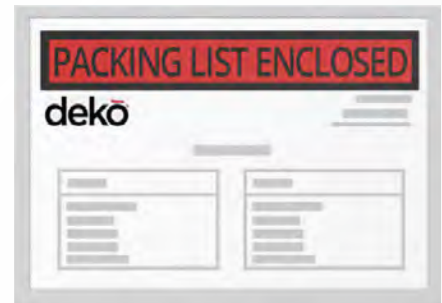
## before your delivery

Check to be sure you have adequate room on your site to safely maneuver and store the crate as needed. Look through doors, hallways, stairwells and elevators in the path to your installation space to be sure the contents of your order will fit where you need them.

If you need assistance with making special delivery arrangements, please contact us with your request prior to shipping your order.

## when you receive your order

Check the outside of your crate for any sign that the contents may have been unintentionally disturbed during shipping. The top lid and sides are labeled with instructions for opening and you should do this before signing your delivery receipt. Check the edges, corners, and packaging inside the crate to verify your order arrived in the condition it left our factory.



After verifying your crate and contents are in good condition, check the Packing List attached to the crate to verify all of the contents of your order arrived with the shipment. If you have accessories or installation materials, they may be in a separate box either inside, or strapped to the top of your crate.

### To open the crate:

1. First unscrew the lid as indicated and remove from the crate.
2. Next, unscrew the two labeled sides and remove.
3. Then remove the cardboard top sheet before accessing the markerboards.
4. Carefully lift each markerboard from the crate by hand, taking care not to pivot on corners, and to carefully rest vertically on protected edges. Do not use tools to lift markerboards out of the crate. Hand slots are left open on the inside for easy removal.



### **Special Note:**

*Some carriers may add a detention charge for unreasonable wait times during unloading.*

## what to do if you accept shipping damage

If you choose to accept the delivery, you will be responsible to contact the carrier to file a claim and inspect the goods to prove damage during shipment.

Keep all packaging materials and crate intact until your delivery is inspected by the carrier and your claim is closed.

Do not take *any* of the contents out of the crate, or try to install, if part of your order is damaged. Doing so will void your product warranty, and may lead to a refusal of your freight claim.

## what your signature means

When your order leaves our dock, title of goods transfers and the carrier is responsible for the safe delivery of your Premier markerboards. The carrier's liability ends when you accept delivery by signing the delivery receipt. deko is not responsible for damage during shipment, or once your order is received, signed for, unpackaged, or installed.

Your signature on the freight bill is "Subject to Inspection", which means you should only sign after you have inspected your crate and the contents of your order for visible damage. Doing so allows you to claim recovery for the cost of damage which may have happened during shipment.

If you do find damage, note the damage on the freight bill, reject the delivery, and contact us right away. When you do, we can assist you with filing a freight claim with the carrier.

## if you think you find concealed damage after installation:

Before you sign the delivery receipt, the freight carrier owns the responsibility for safe delivery. After you sign as acceptable, you acknowledge that any damage found later is considered to have occurred on jobsite, and will be your responsibility.

We can assist you with your claim filing process, but are not responsible for hidden damage or damage during installation, and will not accept returns or replace your order without charge.

We will work with you to resolve any potential manufacturing defects you may find in your product per our warranty policy.

## after installing

To be sure your Premier markerboards are ready to use for the first-time, follow our preparation and cleaning guidelines found here: [dekomarkerboards.com/downloads](https://dekomarkerboards.com/downloads)

## crate return option:

In some cases, we may be able to offer you a return shipment of your crate. If you don't have the means to dispose of it, or would like to participate in our sustainability initiatives, we may be able to arrange to pick it up for you. Contact us if you're interested.

