

RECEIVING INSTRUCTIONS



We understand that a product may get damaged in transit or by chance there may be a manufacturer product defect.

It is the responsibility of the consignee to inspect shipments for damages, defects, or missing items prior to installation. Inspections of shipments are time sensitive and all missing or damaged items must be reported within 5 business days of the delivery date to your retailer.

By signing for your delivery without notating the problem on the delivery paperwork, you confirm your item was delivered to you with no damage or defect.

If your shipment is severely damaged, please refuse the shipment, notate the BOL as “refused due to damage” and contact your retailer immediately.

DO NOT PROCEED WITH INSTALLATION IF PRODUCT IS DAMAGED OR INCORRECT.

If you find concealed damage or defects after the carrier leaves:

- **DO NOT** dispose of any of the shipping boxes or packing materials including the pallet.
- **DO NOT** dispose of the product itself without the confirmation from either your retailer or Virtu USA.
- **DO** immediately contact your retailer to report any issues. Include and specify all details like package condition, how it was delivered (left at front door/signed for), and description of the damage.
- **DO** take several pictures showing the affected area(s), the SKU# and Batch# which can be found on the packaging of the item affected.