

Receiving Instructions for Drop Shipments

Please review at the time of delivery

To help ensure a smooth delivery experience and address any potential freight damage quickly, please review the following steps before signing the Proof of Delivery (POD). Proper inspection and documentation allow us to resolve issues quickly and preserve carrier liability.

Before signing the Proof of Delivery, please complete the following quick inspection steps.

▶▶ **Step 1 (Exterior Package Condition)**

Examine the exterior of the package and document any physical damage using a camera.

- In the case of MAJOR DAMAGE*: Please refuse the shipment and write "REFUSED" on the Proof of Delivery (POD).
- For MINOR DAMAGE*: sign the POD and note the damaged product. Report the freight damage using the QR code below, and our Customer Service team will follow up to assist with resolution.
- If NO VISIBLE DAMAGE: Proceed to Step 2.

▶▶ **Step 2 (Unboxing Equipment)**

IMPORTANT! – Please note that the carrier is required to remain on-site until you sign the proof of delivery (POD). If the carrier needs to leave before completing step 2, kindly document the package's location and condition with a camera, and write "subject to inspection" next to your signature before proceeding to step 3.

Open the package, verify any physical damage and document with camera. If possible plug in the unit and ensure it is functioning properly.

- For MAJOR DAMAGE*: Refuse the shipment and write "REFUSED" on the Proof of Delivery (POD).
- For MINOR DAMAGE*: sign the POD and note the damaged product. Report the freight damage using the QR code below, and our Customer Service team will follow up to assist with resolution.

▶▶ **Step 3 (Delayed Inspection - After signed POD)**

If you are unable to inspect the item before signing the POD, please complete a full inspection within 3 business days. We recommend recording your unboxing as proof in case any concealed damage is present. If you find any visible or hidden damage, document it immediately with photos or video. Then scan the QR code to submit a freight damage claim.



Report Freight Damage

Report Freight Damage Here

Take photos of everything. Please use the QR code to report Freight Damage. You will receive a response within one business day from our customer service team. Additionally, you can use the link: www.betson.com/freight-damage/



Customer Service: (800) 768-8952 | Website: www.betson.com

Betson Operations Team

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*Minor Damage: Cosmetic or small packaging damage that does not affect the product.

*Major Damage: Significant damage that affects the product or usability (e.g., broken items, crushed cartons, missing product).