

# Damaged Floor Shipping Policy

**Important: Failure to follow these guidelines will result in your group not receiving compensation for a damaged shipment.**

## Examine the Packaging Before Accepting the Shipment



All Tarps/Floors are shipped out on a special pallet with four straps and cardboard over the folded tarp.

If there is any variation in the packaging, or there appears to be any kind of damage, mark the shipment received with damage.

***It is your responsibility to convey this to anyone who might receive your shipment.***

## Procedures for Reporting Damages

### Procedure for tarps/floors marked damaged at time of delivery

1. If the tarp/floor is delivered with obvious damage; packed differently from the pictures above, no straps, missing cardboard, a different pallet, or has any scrapes or scratches on the outer material, mark it RECEIVED WITH DAMAGE. You will keep the floor.
2. Let your Account Executive or Customer Service Rep know about the damages immediately, and include photos. You must notify us of any reported damages within two weeks of delivery.
3. If the tarp/floor is marked damaged on the receiving document, the client has the option to reprint their floor/tarp, or access to any funds paid to DPG by the carrier on the damaged shipment claim.

### Procedure for tarps/floors found damaged AFTER shipment is received

**Note: This is the hardest claim to file and receive compensation. The shipper may require that you return the damaged tarp/floor.**

1. You have FIVE days to notify DPG of any hidden damage to the tarp/floor. Please contact your Account Executive or Customer Service Representative and include photos showing the damage.
2. Once DPG has been notified of the hidden damages, we will file a claim with the carrier.
3. If the shipping company awards any money on the claim, the client will have the option to take the money that has been awarded or use the credit on future jobs with DPG.
4. If the shipping company denies the claim for damages, then the client will receive no more than a \$250 credit from DPG for the claim.