

# EXPECTING A FREIGHT SHIPMENT?



## Before you sign...

Although we pack our fragile orders carefully, there are rare occasions when orders become damaged in transit.

**Mission Restaurant Supply is not responsible for orders damaged in transit.**



It is very important that you follow these delivery instructions:

### STEP 1



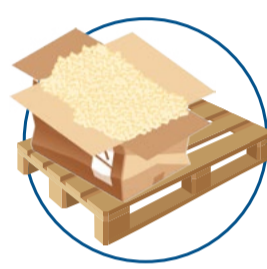
**Do not sign for your shipment without prior inspection.** Freight companies are responsible for inspecting items when picking up a shipment from us, and if in good condition, they sign for it.

### STEP 2



**If there is visual damage to the packaging,** the driver is required to wait for you to thoroughly inspect the equipment.

### STEP 3



**Visually inspect equipment deliveries** for any damages before signing the receipt.

If you find damages, you have options...



**OPTION 1:**  
Refuse the unit



**OPTION 2:**  
Accept the unit with freight damages



**Take photos** of the equipment fully packaged, at various angles, and several stages of unpacking the equipment.



Sign for the shipment, and submit a freight damage claim to the freight company **within 5 days of receipt.**

**NOTE:** Once you sign for your shipment, even if you signed it "Damaged," "Subject to Inspection," or make any other notes about your delivery,

**you will need to file a freight damage claim with the freight company.**

Mission Restaurant Supply is not liable for those damages or the outcome of your freight claim.

## Have questions or concerns?

When in doubt or for questions throughout any part of this process, contact us at **800-319-0690** prior to signing for equipment freight shipments.

For our full policy on damages, visit [www.missionrs.com/about-us/policies#DamagePolicy](http://www.missionrs.com/about-us/policies#DamagePolicy).



**MISSION**  
RESTAURANT SUPPLY