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To: ALL CUSTOMERS

## **Re: New Procedure for Processing Shipping Damage Complaints**

All customers receiving shipments via FEDEX are required to inspect shipments on receipt and record any damages to packaging or product on the delivery receipt prior to signing for receipt.

If damage is found on your shutters upon unboxing you are required to send a copy of the delivery receipt with the recorded damage along with the Damage Goods Reorder Form (attached), along with pictures of the damage goods.

Please note that Lanco will not accept any responsibility for damages in the following instances;

- i. Damages reported more than five (5) business days after shipment is received by customer.**
- ii. Where damages are inconsistent with concealed damage and a signed delivery receipt and pictures are not forwarded with the Damage Goods Reorder form.**

In some cases FEDEX requires an inspector to return to view damages, therefore damaged goods should not be discarded until the process is completed, that is replacement received.